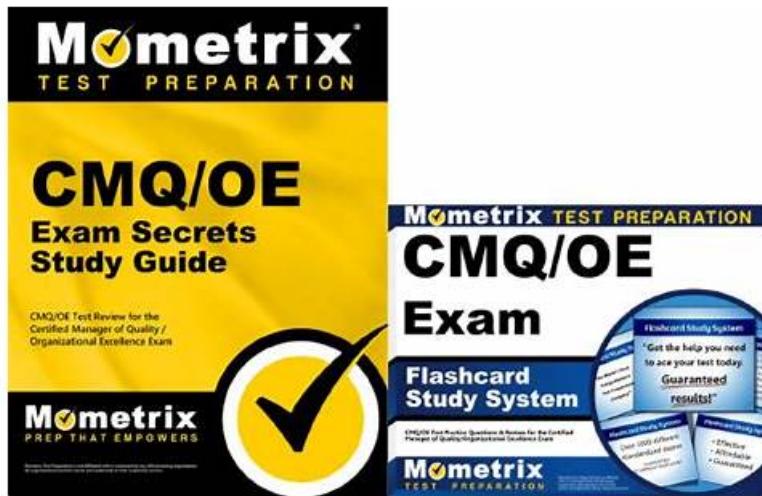


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our CMQ-OE exam prep is renowned for free renewal in the whole year. As you have experienced various kinds of exams, you must have realized that renewal is invaluable to study materials, especially to such important CMQ-OE exams. And there is no doubt that being acquainted with the latest trend of exams will, to a considerable extent, act as a driving force for you to pass the CMQ-OE Exams and realize your dream of living a totally different life.

## Who should take the CMQ-OE Exam

The ASQ Certified Manager of Quality/Organizational Excellence CMQ-OE Exam certification is an internationally-recognized validation that identifies persons who earn it as possessing skilled as Certified Manager of Quality/Organizational. If a candidate wants significant improvement in career growth needs enhanced knowledge, skills, and talents. The ASQ Certified Manager of Quality/Organizational Excellence CMQ-OE Exam certification provides proof of this advanced knowledge and skill. If a candidate has knowledge of associated technologies and skills that are required to pass ASQ Certified Manager of Quality/Organizational Excellence CMQ-OE Exam then he should take this exam.

## CMQ/OE Exam Structure

The ASQ CMQ/OE test includes different multiple-choice questions that will assess their knowledge of the topics from the exam syllabus. The number of items, though, differs based on the way the exam is delivered. Therefore, if the candidates take a computer-delivered test, they will have to solve 180 questions. This type of exam is delivered in the English language only. Plus, out of the total number of questions, only 165 are scored. The remaining ones are unscored queries and they are used for statistical purposes. The total time allotted for the candidates will be 4 hours and 18 minutes. If the examinees want to take this test with paper and pencil, then they will have to solve 165 inquiries only. Still, the type of questions remains multiple-choice. As for the allotted time, the candidates will have only four hours to answer as many questions as possible. Notably, this type of validation is delivered in both English and Mandarin. Another important aspect to mention is that all exams are open books. This means that the examinees can bring and use any type of materials they want.

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## What is the duration of the CMQ-OE Exam

- Length of Examination: 4 hour 30 minutes
- Format: Multiple choices, multiple answers
- Number of Questions: 165

## ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q21-Q26):

### NEW QUESTION # 21

What is the first phase in initiating a benchmarking plan?

- A. Observe best practices
- B. Identify a benchmark partner
- C. Project future performance requirements
- D. **Identify what to benchmark**

### Answer: D

Explanation:

The first phase in initiating a benchmarking plan is to identify what to benchmark. This involves defining a tightly focused subject of the benchmarking study and choosing an issue critical to the organization's success. Before an organization can achieve the full benefits of benchmarking, its own processes must be clearly understood and under control.

References:

\* ASQ - What is Benchmarking? Technical & Competitive Benchmarking Process1.

\* ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge (BoK)2.

### NEW QUESTION # 22

Supply chain management should focus on

- A. Improving individual elements of the supply chain
- B. reducing costs to the consumer
- C. driving costs back through the supply chain
- D. **optimizing the processes of the supply chain**

### Answer: D

Explanation:

Supply chain management involves coordinating and integrating various activities across the entire supply chain to ensure efficient flow of goods, services, and information. While all the options listed are relevant, optimizing the processes of the supply chain is crucial for achieving sustainable performance. This includes streamlining processes, reducing waste, enhancing collaboration, and improving overall efficiency.

By doing so, organizations can achieve cost savings, enhance customer satisfaction, and maintain competitive advantage. Focusing solely on reducing costs to the consumer (option D) may not address the broader supply chain dynamics and long-term sustainability1.

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ASQ Certified Manager of Quality/Organizational Excellence

ASQE Insights on Excellence Focus Study: Optimizing Supply Chains for Sustainability

### NEW QUESTION # 23

A department has been asked to name two employees who will become part of a temporary team set up by an external customer to resolve a recurring problem. Which of the following is the least important criterion for selecting the two representatives?

- A. Strong interpersonal skills
- B. Negotiation skills
- C. **Knowledge of the customer's product**

- D. Problem-solving skills

**Answer: C**

#### **NEW QUESTION # 24**

A company's human resources (HR) department recently conducted a training needs analysis and identified new training requirements for staff in the quality department. Most of the employees in that department have been with the company for many years and openly resent the suggestion that they need additional training. In this situation, what would be the best way for the quality manager to respond?

- A. Discuss with the employees how the training can help the company better satisfy its customers
- B. Ask HR to waive the training requirements for staff that have more than five years of service in quality
- C. Advise the employees that they are all required to attend the training, regardless of whether they need it
- D. Suggest that the employees present their concerns to the HR staff who conducted the needs analysis

**Answer: A**

#### **NEW QUESTION # 25**

Rank in order, from first to last, the following steps to creating a new service organization.

1. Implement new tactics at the front line
2. Clarify the service strategy
3. Evaluate the present level of service quality
4. Educate the organisation

- A. 3, 4, 1, 2
- B. 3, 2, 4, 1
- C. 2, 1, 3, 4
- D. 2, 4, 1, 3

**Answer: D**

Explanation:

The correct order to create a new service organization starts with clarifying the service strategy (2), then educating the organization (4) to ensure that everyone understands the strategy and their role in it. Following that, implement new tactics at the front line (1), and finally, evaluate the present level of service quality (3) to assess the effectiveness of the changes.

References: Service quality and management literature, which outline the strategic approach to creating or improving service organizations.

#### **NEW QUESTION # 26**

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