

一番優秀ASQ CMQ-OE | 信頼的なCMQ-OE資格準備試験 | 試験の準備方法Certified Manager of Quality/Organizational Excellence Exam対応受験



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ASQ CMQ-OE 認定試験の出題範囲：

トピック	出題範囲
トピック 1	- 従業員のやる気を引き出し、熱意を維持する手法を開発および実装します - チームに報酬を与え、成功を祝う時期と方法を決定します
トピック 2	- 仕事の充実と仕事の拡大、仕事の設計を説明して区別する - 組織の文化に寄与する要因を定義して説明する
トピック 3	- 確立されたメトリックに関連してチームのパフォーマンスを評価し、目標と目的を達成します - 組織の設計を定義して説明します
トピック 4	- 法規制の要因が戦略計画 - 組織のパフォーマンス測定にどのように影響するかを定義して説明する
トピック 5	- 管理職の人々の典型的な役割、責任、および能力を説明する - リーダーシップの地位にある人々の典型的な役割、責任、および能力を説明する
トピック 6	- 戦術の基本的な特徴を特定する：具体的、測定可能、達成可能、関連性があり、時間固有 - リーダーの役割と責任

>> CMQ-OE資格準備 <<

CMQ-OE対応受験 & CMQ-OE認定試験

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ASQ Certified Manager of Quality/Organizational Excellence Exam 認定 CMQ-OE 試験問題 (Q143-Q148):

質問 # 143

A team that is in the norming stage of development will exhibit which of the following behaviors?

- A. Satisfaction with the team's progress
- **B. A sense of team cohesion COBUBOD spirit**
- C. Defensiveness and competition
- D. Excitement, anticipation, and optimism

正解: B

解説:

In the norming stage, team members have resolved initial conflicts and are now working together more harmoniously. They have established norms, roles, and responsibilities. The team develops a sense of cohesion, trust, and mutual respect. Communication improves, and team members actively collaborate to achieve their objectives. They are optimistic about their progress and demonstrate a positive attitude. Defensiveness and competition are less prevalent during this stage.

References:

* ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge (BoK) 1.

質問 # 144

A company can maximize its return from a cost of quality program by investing more money in which of the following categories?

- **A. Prevention**
- B. External failure
- C. Internal failure
- D. Appraisal

正解: A

解説:

The Cost of Quality (COQ) framework helps organizations understand how their resources are allocated across different quality-related activities. Here are the key categories within COQ:

* Prevention Costs: These costs are incurred to prevent defects from occurring in the first place. Investing in prevention activities reduces the likelihood of quality issues. Examples include:

* Training programs

* Process improvement initiatives

* Design reviews

* Supplier quality management

* Appraisal Costs: These costs are associated with measuring and monitoring quality. They ensure that products or services conform to specifications. Examples include:

* Quality audits

* Verification of incoming materials

* Supplier evaluations

* Internal Failure Costs: These costs occur when defects are detected before the customer receives the product or service. Investing in reducing internal failures is crucial. Examples include:

* Rework or rectification

* Scrap

* Failure analysis

* External Failure Costs: These costs arise when defects are discovered by customers after they have received the product or service. External failures can damage reputation and lead to customer dissatisfaction. Examples include:

* Repairs and servicing of returned products

* Warranty claims

* Product recalls

To maximize return, organizations should focus on prevention because it directly reduces the occurrence of defects, leading to long-term cost savings. By preventing issues upfront, companies avoid the more expensive internal and external failure costs¹.

: 1: ASQ: What is Cost of Quality (COQ)?

質問 # 145

A key benefit of advanced customer-supplier partnering is

- A. combined resources
- B. decentralization
- C. increased focus on customer complaints
- D. electronic data access

正解: A

解説:

Advanced customer-supplier partnering involves collaborating closely with suppliers to achieve mutual benefits. One of the significant advantages of this approach is the pooling of resources. By working together, organizations can leverage their combined expertise, capabilities, and assets to enhance efficiency, reduce costs, and improve overall performance. This collaborative effort allows both parties to achieve better outcomes than they could individually. Therefore, combined resources play a crucial role in advanced customer-supplier partnering².

References: 1: ASQ Certified Manager of Quality/Organizational Excellence 2: ASQ Manager of Quality/Organizational Excellence Certification CMQ/OE

質問 # 146

The constraint that is most often encountered by virtual teams that collaborate via telephone and e-mail is the

- A. lack of body language cues
- B. lack of common geographical space
- C. cultural differences
- D. time zone differences

正解: A

解説:

Virtual teams commonly face several constraints due to the nature of remote collaboration. These can include:

- * Time Zone Differences: Can lead to challenges in scheduling meetings and ensuring consistent communication.
- * Cultural Differences: May result in misunderstandings or different work practices.
- * Lack of Body Language Cues: Without visual cues, it's harder to interpret messages and can lead to miscommunication.
- * Lack of Common Geographical Space: Can make it difficult to foster team unity and collaboration.

Each of these factors can significantly impact the effectiveness of virtual teams and must be managed carefully to ensure successful collaboration.

Note: For specific references and verified answers, please consult the ASQ Certified Manager Of Quality/Organizational Excellence study guide and handbook directly.

質問 # 147

Which of the following statements are essential to understanding the theory of constraints?

- I. The system, similar to a chain, is only as strong as its weakest link.
- II. Not much improvement can occur until the weakest link is addressed.
- III. Success or failure is dictated by the interaction of the process with the system.
- IV. Once the weakest link is fixed, the system requires no further improvement.

- A. I and II only
- B. I, II, and IV only
- C. I, II, III, and IV
- D. I, II, and III only

正解: D

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