

# Useful New CMQ-OE Test Pdf bring you Well-Prepared Reliable CMQ-OE Test Tips for ASQ Certified Manager of Quality/Organizational Excellence Exam

5/24/23, 9:42 AM ASQ CMQ-OE : Practice Test # 04

**ASQ CMQ-OE : Practice Test # 04**

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Test yourself

اسمك الإلكتروني \*

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1/1 \* A more accurate accounting of the costs to produce a product can be -1 ✓  
achieved with

A. Traditional cost accounting methods ☐

B. Activity-based costing ☒

C. Correctly distinguishing between internal and external failure costs ☐

D. Correctly differentiating between prevention and appraisal costs ☐

الاجابة

Answer: B

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## ASQ CMQ-OE Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>Continuous Improvement: This section targets Continuous Improvement Specialists and focuses on methodologies such as Lean, Six Sigma, and Kaizen to drive process improvements. It emphasizes fostering a culture of continuous improvement within the organization. A critical skill assessed is applying improvement methodologies to optimize processes.</li> </ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Measurement: Assessment and Metrics:</b> This section focuses on Data Analysts and covers developing metrics to assess organizational performance against strategic objectives. It emphasizes using data-driven insights for decision-making and continuous improvement. A significant skill assessed is designing performance measurement systems aligned with quality goals.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Quality Management Tools:</b> This section focuses on Process Improvement Specialists and covers quality tools such as process mapping, root cause analysis, and statistical methods. It emphasizes selecting appropriate tools to monitor performance and improve processes. A significant skill assessed is applying quality tools to solve organizational problems.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Management Elements and Methods:</b> This section measures the skills of Operations Managers in applying management principles, financial tools, and risk management methods to support quality systems. It also emphasizes knowledge management and communication skills to enhance organizational performance. A key skill measured is using financial tools to evaluate project feasibility.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Training and Development:</b> This section measures the skills of Training Coordinators in designing and implementing effective training programs that align with organizational needs. It includes assessing employee competencies and ensuring professional development supports quality initiatives. A key skill measured is creating training plans that enhance workforce capabilities.</li> </ul>

## CMQ-OE Qualification Details

The ASQ CMQ-OE is an executive-level certification that is used to validate an individual's commitment to quality in the workplace. A certified professional is considered a valuable asset in most companies because of the benefits and potential that return to the company. What's more, a certified individual leads teams successfully to develop stakeholder relations, supports, and monitors decision-making & strategic planning activities and develops measurement systems to monitor the performance of the organization. After certification, the individual should be capable of handling projects and human resources, motivating as well as encouraging staff members, identifying and mitigating risks, analyzing financial situations, and utilizing the right knowledge management strategy to achieve organizational success. All in all, such validation is suitable for managers, engineers, quality auditors, and anyone looking to create a positive impact at the workplace. Then, this certification is also ideal for executives and employees looking for a promotion.

## Difficulty in writing CMQ-OE Exam

ASQ Certified Manager of Quality/Organizational is the most powerful certification that candidates can have on their resume. But for this, they will have to pass CMQ-OE questions. CMQ-OE is a challenging exam to pass this exam Candidates will have to work hard with the help of right focus and preparation material passing this exam is an achievable goal. RealExamFree help candidates by providing the most relevant and updated **CMQ-OE exam dumps**. Furthermore, We also provide the CMQ-OE practice test that will be much beneficial in the preparation. RealExamFree aims to provide the best CMQ-OE exam dumps that is verified by the ASQ experts. If Candidates feel any doubt in the CMQ-OE practice test then our team is always there to help them. **CMQ-OE exam dumps** are the perfect way to prepare CMQ-OE exam with good grades in the just first attempt. So, Candidates want instant success in the CMQ-OE exam with quality CMQ-OE training material then RealExamFree is the best option for them because our management is well trained in it and we update each question of all exams on regular basis after consulting recent updates with our ASQ certified professionals.

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## ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q436-Q441):

### NEW QUESTION # 436

In a customer-driven company, one of the key roles of the sales function should be to

- A. help resolve customer complaints
- B. introduce new customers to executive management
- **C. support long-term customer retention efforts**
- D. develop design ideas for new products

**Answer: C**

Explanation:

In a customer-driven company, the sales function plays a crucial role in understanding customer needs and ensuring customer satisfaction, which is fundamental to long-term customer retention. Sales teams often serve as the direct point of contact with customers, gathering feedback, addressing concerns, and building relationships. By focusing on these areas, sales can contribute significantly to retaining customers, which is more cost-effective than acquiring new ones and is essential for sustainable business growth.

References: The answer is based on general quality management principles that prioritize customer satisfaction and retention as key factors for organizational success. These principles are commonly found in quality management literature and are likely to be consistent with the ASQ Certified Manager Of Quality/Organizational Excellence study guide and handbook.

### NEW QUESTION # 437

How should the quality manager respond to the improving customer satisfaction trend?

- **A. Perform a kano analysis to address customer wants and needs in the future**
- B. Refocus all share
- C. Since the trend is improving, no response
- D. Change the distribution channels to speed delivery time

**Answer: A**

Explanation:

The CMQ/OE is responsible for leading and championing process-improvement initiatives across various industries. When faced with an improving customer satisfaction trend, the quality manager should not simply ignore it. Instead, they should proactively analyze the underlying factors contributing to this trend. Here's how the CMQ/OE can respond:

\* Kano Analysis: The Kano model categorizes features or attributes into three types:

\* Basic Needs (Must-Have): These are essential features that customers expect. They don't necessarily lead to increased satisfaction when met, but dissatisfaction occurs if they are missing.

For example, timely delivery is a basic need.

\* Performance Needs (More Is Better): These features directly impact satisfaction. The more you provide, the more satisfied customers become. For instance, faster response times or higher product quality fall into this category.

\* Excitement Needs (Delighters): These are unexpected features that can significantly enhance satisfaction. Customers are delighted when they receive them, even though they didn't explicitly ask for them. Innovations or unique features often fall into this category. By conducting a Kano analysis, the quality manager can identify which features fall into each category. This helps prioritize efforts and allocate resources effectively. For example:

\* Strengthen basic needs to prevent dissatisfaction.

\* Enhance performance needs to boost overall satisfaction.

\* Consider adding excitement needs to create positive surprises.

\* Continuous Improvement: The quality manager should ensure that the organization maintains a continuous improvement mindset.

Even when satisfaction is improving, there's always room for enhancement. Regularly collect customer feedback, monitor trends, and adapt processes accordingly.

\* Balancing Efforts: While addressing customer satisfaction, the quality manager should strike a balance between meeting basic needs, improving performance, and occasionally introducing delighters.

Overemphasizing one category at the expense of others can lead to suboptimal results.


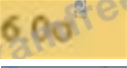


\* Data-Driven Decision-Making: Use data and metrics to guide decisions. Analyze customer surveys, complaints, and other relevant data sources. The CMQ/OE should collaborate with cross-functional teams to implement necessary changes.

In summary, the CMQ/OE should actively engage in understanding customer needs, prioritize improvements, and use tools like the Kano analysis to enhance overall satisfaction.

References: 1: ASQ Certified Manager of Quality/Organizational Excellence

#### NEW QUESTION # 438

A company achieving 3.4 defects per million opportunities meets which of the following commonly accepted sigma levels?

- A. 
- B. 
- C. 
- D. 

**Answer: B**

#### NEW QUESTION # 439

Which of the following statements are true about the differences between training and education?

- I. Training focuses more on doing, whereas education focuses more on thinking.
- II. Training is typically provided by employers, whereas education might be funded but not provided.
- III. Training teaches students to acquire new knowledge, whereas education teaches new skills.
- IV. Training is more job focused, whereas education is more theoretical.

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

**Answer: B**

#### NEW QUESTION # 440

Which of the following is the primary purpose of training?

- A. Improved employee satisfaction
- B. Improved technological capabilities
- C. Improved human resource capabilities
- D. Improved operational results

**Answer: D**

#### NEW QUESTION # 441

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