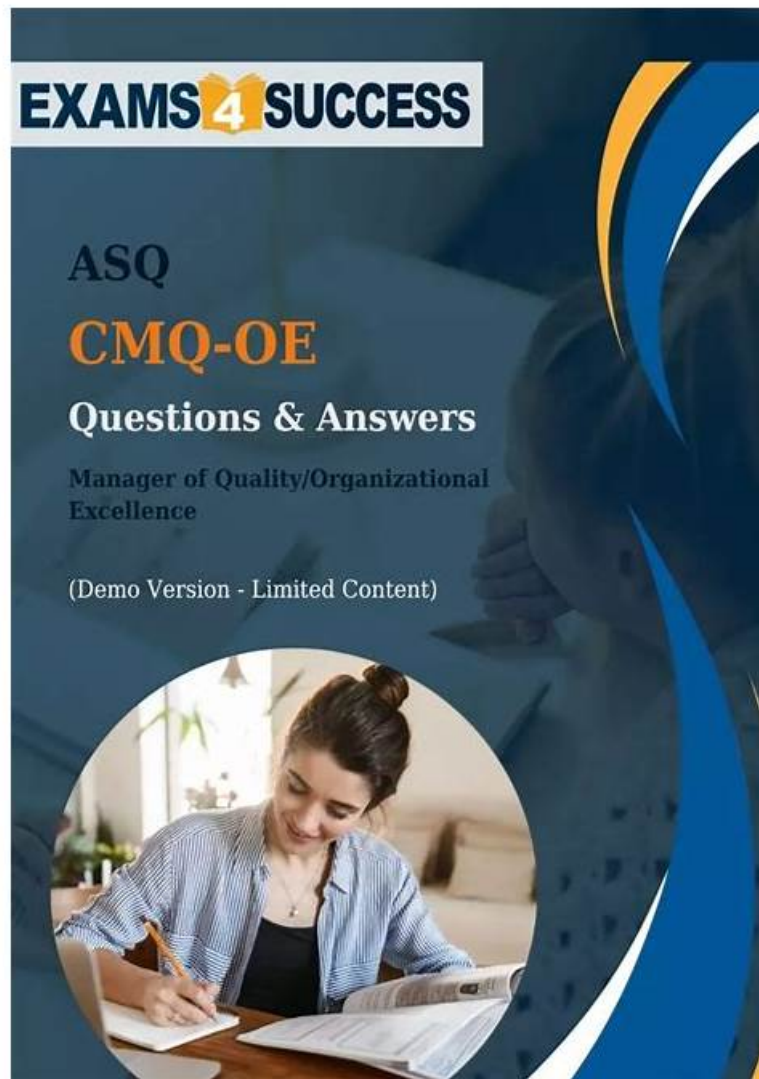


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ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q71-Q76):

NEW QUESTION # 71

A production line has a dropped OEE by 10% from the previous week. The MTBF = 5.4 min, and MTTR = 17.8. Which of the following is the most appropriate step to take in order to solve this substantial 1st loss of performance based on the information available?

- A. Understand the bathtub curve of the line
- B. Evaluate the statistical process control of the line
- C. Estimate the inherent availability to determine the relationship between reliability and maintainability
- **D. Understand what the main problem is causing OEE loss, MTBF, and MTTR**

Answer: D

Explanation:

To address a substantial loss of performance in a production line, it's crucial to first understand the root cause of the problem. OEE (Overall Equipment Effectiveness) is a measure of manufacturing productivity, and a 10% drop indicates a significant issue. MTBF (Mean Time Between Failures) and MTTR (Mean Time To Repair) are metrics related to equipment reliability and maintenance. A decrease in MTBF and an increase in MTTR can both contribute to lower OEE. By investigating the underlying issues causing changes in these metrics, one can identify specific areas for improvement, whether they be in the processes, equipment, or human factors.

: The answer is based on general quality management principles that focus on problem-solving and continuous improvement, which are core components of the ASQ Manager Of Quality/Organizational Excellence body of knowledge.

NEW QUESTION # 72

If an employee compensation plan is linked to pre-established company, team, and functional area goals, the plan is described as

- A. value-based
- B. task-based
- C. objective-based
- **D. performance-based**

Answer: D

Explanation:

The ASQ Certified Manager of Quality/Organizational Excellence Handbook provides insights into various aspects of quality management, including compensation plans. In this context, a performance-based compensation plan is one that directly links an employee's compensation to their performance. It is designed to incentivize employees to achieve specific goals, whether at the company, team, or functional level. By aligning compensation with performance, organizations can motivate employees to excel and contribute to overall organizational success. Such plans often involve clear metrics, targets, and evaluations to determine the level of performance achieved. The performance-based approach emphasizes results and encourages employees to actively participate in achieving organizational objectives.

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The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition. Sandra L. Furterer and Douglas C. Wood. Published 2021. ASQ Quality Press. ISBN: 9781951058067. Item Number:

NEW QUESTION # 73

The first step to delivering outstanding service is the development of a service

- A. strategy
- B. procedure manual
- C. quality guarantee
- D. organizational structure

Answer: A

Explanation:

Organizational excellence involves establishing an internal framework of standards and processes to engage and motivate employees in delivering products and services that meet customer requirements within business expectations. To achieve this, organizations must develop a clear service strategy. A service strategy outlines how the organization will provide exceptional service, aligning with its goals, values, and customer needs. It encompasses decisions related to service design, delivery, customer interactions, and continuous improvement. By defining a robust service strategy, organizations can set the foundation for consistently superior performance and exceed customer expectations².

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ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fourth Edition (Page 1) ASQ Organizational Excellence Resources

NEW QUESTION # 74

The most significant concern about using off-the-shelf software for statistical process control (SPC) analysis is the

- A. large number of charts that need to be analyzed
- B. misapplication of SPC results and incorrect conclusions
- C. resistance to automating a system that currently uses human monitoring
- D. reduced need for training in SPC tools and concepts

Answer: B

NEW QUESTION # 75

The most effective way to simplify a process is by improving which of the following factors?

- A. Process control objectives
- B. The flow of the process
- C. Training for employees
- D. Process planning steps

Answer: B

Explanation:

Simplifying a process involves making it more efficient and streamlined. One of the key factors in achieving this is optimizing the flow of the process. By eliminating unnecessary steps, reducing bottlenecks, and ensuring smooth transitions between stages, the overall process becomes simpler and more effective. While training for employees, process control objectives, and process planning steps are important, they do not directly address the flow of the process itself. Therefore, improving the flow is the most impactful approach to simplification^{1,2}.

References:

* ASQ Certified Manager of Quality/Organizational Excellence

* CMQ/OE Excellence Certified Manager of Quality/Organizational - ASQ

NEW QUESTION # 76

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