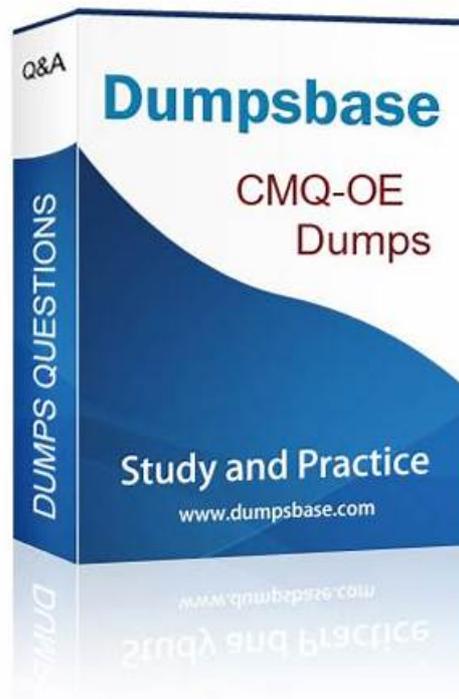


CMQ-OE Reliable Dumps Questions - Valid Dumps CMQ-OE Ebook



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ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q409-Q414):

NEW QUESTION # 409

Which of the following conclusions can be drawn from this table?

- A. Nearly 40% of the customer calls were handled in a discourteous manner.
- B. Most customers have little interest in the response time for warranty claims
- C. Half of the customers believe the product costs too much.
- **D. Product reliability is implement to the majority of customers.**

Answer: D

Explanation:

* Purpose and Role:

* The CMQ/OE leads and champions process improvement initiatives in various service and industrial settings.

* They focus on quality excellence and organizational improvement.

* Their responsibilities include establishing and monitoring customer/supplier relations, supporting

* strategic planning, and developing measurement systems.

* Experience Requirements:

* Candidates must have 10 years of on-the-job experience in one or more areas related to the CMQ/OE Body of Knowledge.

* Out of the 10 years, at least 5 years must be in a decision-making position. A decision-making position involves authority over projects/processes and responsibility for outcomes.

* Waivers for Educational Degrees:

* If a candidate holds a degree from an accredited college, university, or technical school, part of the 10-year experience requirement may be waived:

* Diploma from a technical or trade school: 1 year waived

* Associate's degree: 2 years waived

* Bachelor's degree: 4 years waived

* Master's or doctorate: 5 years waived

* CMQ/OE Exam:

* The CMQ/OE examination consists of multiple-choice questions that measure comprehension of the CMQ/OE Body of Knowledge.

* The exam is offered in English and has a total appointment time of 4.5 hours (exam time: 4 hours and 18 minutes).

* The passing score is based on the number of scored questions.

Certified Manager of Quality/Organizational Excellence (CMQ/OE) Conclusion Based on the Table (Without Viewing the Table): Since I cannot view the table directly, I cannot draw conclusions from it. However, if the table contains data related to product cost, product reliability, telephone courtesy, and response time for warranty claims, you should analyze the specific percentages provided in the table to determine which conclusion aligns with the data.

Please refer to the actual table to verify the answer. If you have access to the table, consider the percentages associated with each criterion to make an informed conclusion.

For the verified answer, please consult the ASQ Certified Manager Of Quality/Organizational Excellence source and documents 12.

NEW QUESTION # 410

Which of the following actions would be a violation of the ASQ Code of Ethics?

- A. Giving credit to all present or previous employers when disclosing information about quality processes
- **B. Accepting compensation from two different parties for the same service, without their consent**
- C. Accepting a monetary reward as 2 member of a successful process improvement team
- D. Indicating any potential consequences of ignoring a quality professional's judgment

Answer: B

NEW QUESTION # 411

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

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

Answer: B

Explanation:

The use of off-the-shelf software for SPC analysis can lead to the misapplication of SPC results and incorrect conclusions. This is because the software may not be tailored to the specific processes and nuances of the organization using it. Without proper understanding and training in SPC principles, users may incorrectly interpret the data, leading to decisions that could adversely affect quality. It's crucial for users to have a solid foundation in SPC tools and concepts to effectively use any SPC software and ensure accurate analysis.

References: While I cannot provide direct references to the ASQ handbook, the explanation provided is based on widely accepted practices in the field of quality management and SPC analysis.

NEW QUESTION # 412

Members of a strategic quality management council have which of the following responsibilities?

- A. Acting as a review board for procedure changes
- **B. Participating in policy formation**
- C. Developing training objectives
- D. Evaluating customer complaint data

Answer: B

Explanation:

The strategic quality management council plays a crucial role in shaping the organization's quality management policies. By actively participating in policy formation, council members contribute to defining the strategic direction, goals, and guidelines related to quality management. Their input ensures alignment with organizational objectives and compliance with relevant standards and regulations. Additionally, the council collaborates with other stakeholders to develop effective policies that promote continuous improvement and enhance overall quality performance.

: 1: ASQ Certified Manager of Quality/Organizational Excellence

NEW QUESTION # 413

The Taylor Company makes products in £ to S ne 1 and its base is moving toward full computer-assisted design (CAD) systems. Taylor is planning to implement a policy requiring product acceptance to be made from CAD drawings resident on the computer system. However, the Ward Company, an important customer of Taylor, has a written policy requiring suppliers to use paper drawings for product acceptance. Which of the following actions should Taylor take to be cost-effective and sensitive to Ward's requirement?

- **A. Implement the CAD acceptance system and make exception for individual customer as needed**
- B. Implement the CAD acceptance system and discuss with marketing how to change Ward's position.
- C. Delay implementing the CAD acceptance system until Ward changes its requirement
- D. Implement a dual-design media acceptance system

Answer: A

Explanation:

In situations where a company is transitioning to a new system that conflicts with the requirements of a key customer, it is often most cost-effective and customer-sensitive to implement the new system while making exceptions for customers as needed. This allows the company to move forward with its plans and modernize its processes while still accommodating important client relationships. In this case, Taylor Company can proceed with the CAD system, which represents the future direction of design and manufacturing,

