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## Candidates for CMQ/OE

The candidates who are interested in the CMQ/OE certification exam target a position that will help them lead different initiatives that improve various processes. Thanks to this test and its associated designation, the individuals will be able to monitor and establish effective relationships with customers or suppliers. Also, it helps them understand how they can develop systems for measurement or improve the organizational processes. The individuals interested in taking this CMQ/OE certification exam must demonstrate that they have at least 10 years of experience in a full-time position in one of the areas tested for the designation. Plus, half of their professional experience must be in a decision-making role. The test-takers can waive several years of the required professional experience if they have a solid education. Therefore, they can waive one year if they have a diploma from a trade or technical school. Besides, two years can be surrogated if candidates hold an associate degree. The applicants can decrease the necessary experience by four years if they hold a bachelor's degree. Finally, half of the required working experience can be waived if the candidate has a master's or doctorate diploma.

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## 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.

## ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q73-Q78):

### NEW QUESTION # 73

Which of the following is an essential feature of a "pull" production system?

- **A. Kanban**
- B. Manufacturing resources planning (MRP)
- C. Poka-yoke
- D. Work in progress (WIP)

**Answer: A**

Explanation:

A pull production system operates based on actual customer demand. Production is triggered by customer orders or consumption, ensuring that products are manufactured just in time to meet market needs. This method minimizes excess inventory and reduces the risk of overproduction<sup>3</sup>. Let's explore the essential features of a pull production system in more detail:

\* Supermarket Pull System: This is the most basic type of pull system. Each process has a store (often called a supermarket) that holds an amount of each product it produces. As material is withdrawn from the supermarket by the downstream customer process, a kanban or other information is sent upstream to authorize the upstream process to replace what was withdrawn. Each process is responsible for replenishing its supermarket, making daily management relatively simple. However, carrying inventory for all part numbers produced may not be feasible if the number of part numbers is large<sup>2</sup>.

\* Sequential Pull System: Also known as a "b-type" pull system, this approach is used when there are too many part numbers to hold inventory of each in a supermarket. Products are essentially "made-to-order," minimizing overall system inventory. In a sequential system, the scheduling department sets the right mix and quantity of products to be produced. Each following process produces in sequence the items delivered by the preceding upstream process. FIFO (first in, first out) of individual products must be maintained throughout. This system creates pressure to maintain short and predictable lead times<sup>2</sup>.

In summary, a pull production system ensures that work starts only upon customer request, reducing waste and promoting efficient resource utilization. It aligns with the principles of Just-in-Time (JIT) production and emphasizes producing goods to meet actual demand<sup>13</sup>.

: 1: Pull System: Definition, Its 3 Types & Differences with Push 2: Pull Production - Lean Enterprise Institute 3: Navigating the Manufacturing Landscape: Pull System vs. Push System in Production Planning

### NEW QUESTION # 74

To identify product attributes that are important to customers, an organization should use which of the following techniques?

- A. Survey internal customers who understand the customers and the product
- **B. gather information using field market research**
- C. Analyze product performance using statistical tools
- D. Conduct simulations using returned products

**Answer: B**

Explanation:

Field market research is a direct method of gathering information from the end-users or consumers about their needs, preferences, and perceptions. This technique involves various methods such as surveys, interviews, observations, and focus groups to collect data on customer opinions and experiences. It is considered one of the most effective ways to understand what attributes of a product are valued by customers, as it provides firsthand insights into customer behavior and preferences. This approach allows organizations to tailor their products to better meet the needs of their target market.

References: The explanation is based on standard marketing and quality management practices that emphasize the importance of understanding customer requirements and using field market research to gather valuable customer insights. These practices are integral to the body of knowledge for the ASQ Manager Of Quality/Organizational Excellence certification.

### NEW QUESTION # 75

A common approach to understanding and improving a process is to:

- A. Implement statistical process control.
- B. Convene a focus group to study the process.
- C. Audit the process to the ISO 9001 standard.
- **D. Form a cross-functional ad hoc team to map the existing process, then after analysis, map the process as it might appear after improvement.**

**Answer: D**

#### NEW QUESTION # 76

In time of financial stress, training is often one of the first functions to be discontinued, because:

- I. Training is not considered part of the strategic plan.
- II. Training is treated as a cost with no quantifiable benefits.
- III. Management does not understand the connection between building and sustaining the organization's competencies and achieving profitability.
- IV. The correlation between the function of training and the function of product realization has not been established.

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

**Answer: D**

#### NEW QUESTION # 77

Which of the following standards provides sampling tables?

- A. ISO 9004
- B. ANSI/ISO 17025
- **C. ANSI/ASQ Z1.4**
- D. ISO 9001

**Answer: C**

#### NEW QUESTION # 78

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