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Areas Tested in ASQ CMQ/OE

The CMQ/OE evaluation validates the candidates' skills on the following topics:

- Developing and deploying a strategic plan that helps any organization improve its performance;
- Identifying and segmenting customers, together with managing customer relationship;
- Developing training plans and identifying the most effective materials that can improve the team's performance.
- Managing skills and abilities, as well as developing advanced communication and project management;

ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q429-Q434):

NEW QUESTION # 429

Which of the following groups would benefit most from detailed training on policy implementation, tactical decision-making, teamwork concepts, and technical quality tools?

- A. Customers and suppliers
- **B. Middle management**
- C. Executive management
- D. Individual contributors

Answer: B

Explanation:

Among the given options, middle management would benefit most from detailed training on policy implementation, tactical decision-making, teamwork concepts, and technical quality tools. Here's why:

* Middle Management Role: Middle managers are responsible for translating high-level organizational strategies into actionable plans. They play a critical role in implementing policies, making tactical decisions, and ensuring effective teamwork within their departments or functional areas.

* Policy Implementation: Middle managers are directly involved in implementing organizational policies.

They need to understand how to align policies with day-to-day operations, communicate them to their teams, and monitor compliance.

* Tactical Decision-Making: Middle managers make operational decisions that impact the efficiency and effectiveness of processes. Training in decision-making frameworks and tools helps them make informed choices.

* Teamwork Concepts: Middle managers lead teams and collaborate across functions. Understanding teamwork concepts (such as team dynamics, conflict resolution, and collaboration) is essential for their success.

* Technical Quality Tools: Middle managers oversee processes and quality improvement initiatives.

Knowledge of quality tools (such as Six Sigma, Lean, and statistical process control) enables them to drive continuous improvement.

In summary, middle managers bridge the gap between strategic vision and operational execution, making them the primary beneficiaries of training in the mentioned areas¹.

: 1: The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition. Sandra L.

Furterer and Douglas C. Wood. Published 2021. ISBN: 9781951058067. Item Number: H1569. Link

NEW QUESTION # 430

Which of the following programs requires recipients to reveal their quality strategies publicly?

- A. The Deming Prize
- B. ISO 14001 Registration
- C. ISO 9001 Registration
- **D. The Malcolm Baldrige Award**

Answer: D

NEW QUESTION # 431

Which of the following types of customer expectations is also common cause of customer dissatisfaction?

- A. Cost-benefit factors
- B. delight
- **C. Implicit expectations**
- D. Indifferent expectations

Answer: C

Explanation:

Implicit expectations are the standards or reference points that customers bring into their service experience and are often unspoken or assumed. These expectations can be based on past experiences, word of mouth, or marketing communications. When these implicit expectations are not met, it can lead to customer dissatisfaction because the service or product did not meet the unvoiced standards that customers anticipated. Managing and exceeding these implicit expectations are crucial for customer satisfaction and loyalty².

References: 1: ASQ - Certified Manager of Quality/Organizational Excellence (CMQ/OE) Handbook. 2: ASQ

- Manager of Quality/Organizational Excellence Certification CMQ/OE.

NEW QUESTION # 432

The leader of a team that had formerly worked together exceptionally well has noticed several disagreements between team members since two new people joined the team two weeks ago. The leader should:

- A. Have a one-on-one discussion with each of the new members and explain how the team used to avoid arguments.
- **B. Do nothing.**
- C. Meet with all team members except the new ones and try to come up with suggestions for resolving any problems.
- D. Ask a facilitator to attend the next few meetings to help reduce conflict.

Answer: B

NEW QUESTION # 433

In developing a private college's balanced scorecard, which four of the following information categories would be best to consider?

- I. Alumni contributions
- II. Current student enrollments
- III. Percentage of students graduated
- IV. Faculty competence level
- V. Academic rating among competitors
- VI. Cash flow
- VII. New and/or updated programs under development

- **A. III, IV, V, VI**
- B. I, IV, V, VII
- C. II, III, V, VI
- D. I, II, III, VI

Answer: A

NEW QUESTION # 434

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