

CMQ-OE合格体験記 & CMQ-OE試験攻略



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ASQ CMQ-OE 認定試験の出題範囲：

トピック	出題範囲
トピック 1	<ul style="list-style-type: none">• Customer-Focused Organizations: This section measures the skills of Customer Experience Managers in understanding customer needs and expectations to improve satisfaction. It includes building relationships with customers and suppliers and using feedback to drive improvements. A key skill measured is analyzing customer feedback for actionable insights.
トピック 2	<ul style="list-style-type: none">• Training and Development: 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.

トピック 3	<ul style="list-style-type: none"> Quality Management Tools: 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.
トピック 4	<ul style="list-style-type: none"> 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.
トピック 5	<ul style="list-style-type: none"> Risk Management: This section measures the skills of Risk Analysts in identifying, assessing, and mitigating risks across various organizational processes. It includes developing contingency plans to address potential disruptions effectively. A key skill measured is implementing risk management protocols to ensure operational continuity.
トピック 6	<ul style="list-style-type: none"> Management Elements and Methods: 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.
トピック 7	<ul style="list-style-type: none"> Leadership: This section of the exam measures the skills of Quality Managers and focuses on organizational structures, leadership roles, and change management strategies. It covers techniques for motivating employees, overcoming roadblocks, and fostering teamwork. A key skill measured is implementing leadership techniques to drive organizational goals.

>> CMQ-OE合格体験記 <<

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ASQ Certified Manager of Quality/Organizational Excellence Exam 認定 CMQ-OE 試験問題 (Q191-Q196):

質問 # 191

Organizational components that not only support other internal functions but also support external stakeholders are:

- A. D. Marketing and quality.
- B. Information technology and human resources.
- C. Engineering and R&
- **D. Finance and customer service.**

正解: D

質問 # 192

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

- **A. Participating in policy formation**

- B. Acting as a review board for procedure changes
- C. Evaluating customer complaint data
- D. Developing training objectives

正解: A

解説:

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 performance¹.

: 1: ASQ Certified Manager of Quality/Organizational Excellence

質問 # 193

The most appropriate way to add: a cross-functional team member's lack of perf is by

- A. providing feedback to the team member
- B. discussing the issue with the team member's supervisor
- C. removing the member from the team
- D. discussing the issue openly at the next team meeting

正解: A

解説:

Providing feedback to the team member is a fundamental aspect of effective management. When a team member's performance is lacking, it is crucial to address the issue promptly. Here's why providing feedback is the preferred approach:

* Constructive Communication: By discussing the performance issue directly with the team member, you create an open and constructive channel of communication. Avoiding confrontation or discussing the issue indirectly can lead to misunderstandings and hinder improvement.

* Opportunity for Improvement: Providing feedback allows the team member to understand their shortcomings and areas for improvement. It encourages self-awareness and provides an opportunity for corrective action.

* Focus on Development: Rather than punitive measures like removing the team member from the team, providing feedback emphasizes development. It encourages the team member to learn and grow, ultimately benefiting both the individual and the team.

* Supervisor Involvement: While discussing the issue with the team member's supervisor (Option A) is essential for transparency, it may not directly address the performance issue. Supervisors may not have firsthand knowledge of the specific problem, and involving them immediately might escalate the situation unnecessarily.

* Team Meeting Discussion (Option B): Discussing the issue openly at the next team meeting can be counterproductive. Publicly addressing performance problems can embarrass the team member and create a negative atmosphere. It's better to provide feedback privately.

* Removing the Member from the Team (Option D): Termination should be a last resort. Removing a team member without attempting to address the performance issue constructively can harm team morale and disrupt productivity.

In summary, providing feedback directly to the team member is the most appropriate approach. It allows for a respectful and solution-oriented discussion, fostering growth and improvement within the team¹.

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

Furterer and Douglas C. Wood. ASQ Quality Press, 2021. Link

質問 # 194

The preferred technique/tool used to determine the strategies of organizations serving the same market as your own organization is:

- A. Industry trade association data research.
- B. Benchmarking.
- C. Survey of competitor 's customers.
- D. Competitive analysis.

正解: D

質問 # 195

Knowledge management involves all but which of the following?

- A. Documenting "lessons learned" from product development projects.
- B. Determining what knowledge to record and store, and by whom and how it will be accessed and used.
- C. Building and reinforcing an organization culture that supports and promotes reusing knowledge rather than reinventing knowledge.
- **D. Recording and storing all the tacit knowledge of all the employees.**

正解: D

質問 # 196

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