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CMQ/OE Exam with Complete Questions And Answers

A-B-C analysis - AnswerA systematic collection and analysis of the behavior observed of an individual or a work group for the purpose of determining the cause of specific behaviors.

acceptable quality limit (AQL) - AnswerThe quality level that is the worst tolerable process average when a continuing series of lots is submitted for acceptance sampling.

acceptance sampling - AnswerInspection of a sample from a lot to decide whether to accept or not accept that lot. There are two types: attributes sampling and variables sampling. In attributes sampling, the presence or absence of a characteristic is noted in each of the units inspected. In variables sampling, the numerical magnitude of a characteristic is measured and recorded for each inspected unit; this involves reference to a continuous scale of some kind.

acceptance sampling plan - AnswerSpecific plan that indicates the sampling sizes and the associated acceptance or nonacceptance criteria to be used. In attributes sampling, for example, there are single, double, multiple, sequential, chain, and skip-lot sampling plans. In variables sampling, there are single, double, and sequential sampling plans. For detailed descriptions of these plans, see ANSI/ISO/ASQ A35342.

accreditation - AnswerCertification, by a duly recognized body, of the facilities, capability, objectivity, competence, and integrity of an agency, service, or operational group or individual to provide the specific service or operation needed. For example, the Registrar Accreditation Board (U.S.) accredits those organizations that register companies to the ISO 9000 series standards.

accuracy - AnswerA characteristic of measurement that addresses how close observed value is to the true value. It answers the question, "Is it right?"

ACSI - AnswerThe American Customer Satisfaction Index is an economic indicator, a cross-industry measure of the satisfaction of U.S. customers with the quality of the goods and services available to them-both those goods and services produced within the United States and those provided as imports from foreign firms that have substantial market shares or dollar sales.

action plan - AnswerThe detailed plan to implement the actions needed to achieve strategic goals and objectives (similar to, but not as detailed as a project plan).

active listening - AnswerListening closely to what others are saying (for example, rather

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ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q440-Q445):

NEW QUESTION # 440

A transportation company offers a discount to companies that complete a customer- satisfaction survey. The purpose of offering this kind of discount is to

- A. improve the quality of the responses
- B. increase market share
- C. improve customer satisfaction levels
- D. increase the response rate

Answer: D

Explanation:

* Offering incentives, like discounts, is a common tactic to boost survey participation rates. This is the primary aim of such a strategy.

* While there's potential for improvement in customer satisfaction (A) and response quality (B), those are indirect benefits and not the main goal of the discount.

* Market share (C) is not directly impacted by an increased survey response rate, although insights from the survey might later influence strategies to increase market share.

References:

* ASQ CMQ/OE Handbook, Section V: Customer-Focused Organizations (discussions on customer feedback mechanisms, including the importance of obtaining a representative sample of customer views)

NEW QUESTION # 441

Design for six sigma most commonly uses which of the following tools?

- A. 5 whys
- B. DOE
- C. Process decision program chart
- D. Root cause analysis

Answer: B

Explanation:

Design for Six Sigma (DFSS) is a methodology for designing and developing new products or services with at least a 4-Sigma performance. Unlike traditional Six Sigma, which primarily focuses on improving existing processes, DFSS is used for the complete re-design of a product or process. DFSS aims to minimize defects and variations at their roots by fully understanding customer needs and applying this information to design and process development².

Design of Experiments (DOE) is a critical tool within DFSS. It allows organizations to systematically explore the impact of various factors (variables) on a process or product. By conducting controlled experiments, DOE helps identify the optimal settings for these factors to achieve desired performance. Key steps in DOE include planning, conducting experiments, analyzing results, and drawing conclusions².

In summary, DOE is an essential tool in DFSS, enabling organizations to optimize designs and processes while meeting customer requirements¹.

: 1: QI Macros - DFSS Tools 2: ASQ - Manager of Quality/Organizational Excellence Certification (CMQ/OE)

NEW QUESTION # 442

The constraint that is most often encountered by virtual teams that c ate via telephone and e-mail is the

- A. time zone differences

- B. cultural differences
- C. lack of body language cues
- D. lack of common geographical space

Answer: C

Explanation:

Virtual teams commonly face several constraints due to the nature of remote collaboration. These can include:

- * Time Zone Differences: Can lead to challenges in scheduling meetings and ensuring consistent communication.
- * Cultural Differences: May result in misunderstandings or different work practices.
- * Lack of Body Language Cues: Without visual cues, it's harder to interpret messages and can lead to miscommunication.
- * Lack of Common Geographical Space: Can make it difficult to foster team unity and collaboration.

Each of these factors can significantly impact the effectiveness of virtual teams and must be managed carefully to ensure successful collaboration.

Note: For specific references and verified answers, please consult the ASQ Certified Manager Of Quality /Organizational Excellence study guide and handbook directly.

NEW QUESTION # 443

During what stage of team development do team members express suspicion and anxiety about their mission and purpose?

- A. Norming
- B. Performing
- C. Forming
- D. Storming

Answer: D

NEW QUESTION # 444

Empowerment can be characterized by each of the following statements except:

- A. A partnership is formed between employees and management.
- B. Employees are able to make decisions affecting their work.
- C. Management relinquishes responsibility to employees.
- D. Employees are able to operate in a state of self-control.

Answer: C

NEW QUESTION # 445

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