

CMQ-OE試験概要 & CMQ-OE復習解答例



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>> CMQ-OE試験概要 <<

有難いASQ CMQ-OE | 100%合格率のCMQ-OE試験概要試験 | 試験の準備方法 Certified Manager of Quality/Organizational Excellence Exam 復習解答例

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ASQ Certified Manager of Quality/Organizational Excellence Exam 認定 CMQ-OE 試験問題 (Q33-Q38):

質問 # 33

Which of the following is an example of one-on instruction?

- A. on-the-job
- B. Self-directed
- C. Facilitation
- D. Classroom

正解: A

解説:

The first action the quality manager should take when upgrading an inspection process that has not been changed in several years is to conduct a process analysis using resources from within the company. This involves thoroughly examining the existing process, identifying areas for improvement, and gathering data to understand the current state. By involving internal resources, the organization can leverage its own expertise and knowledge to assess the process, identify bottlenecks, and determine where enhancements are needed.

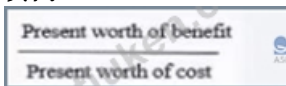
This approach ensures that the analysis is tailored to the specific context of the company and allows for a more effective and efficient upgrade. Once the process analysis is complete, the quality manager can then explore other improvement options, such as benchmarking or automation, if necessary¹.

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The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition².

ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge (BoK)¹.

質問 # 34



The formula above is known as the

- A. annual payback
- B. benefit-cost ratio
- C. net present value
- D. internal rate of return (IRR)

正解: B

解説:

The benefit-cost ratio (BCR) is a financial metric used to evaluate the profitability of an investment or project.

It compares the present worth of benefits (such as revenue, cost savings, or other positive impacts) to the present worth of costs (such as initial investment, operating expenses, or other negative impacts). The BCR helps decision-makers assess whether the benefits outweigh the costs. A BCR greater than 1 indicates that the benefits exceed the costs, making the project financially viable¹.

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

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

質問 # 35

During the initial stage of a team's development, the most appropriate leadership style is

- A. facilitative
- B. directive
- C. participative
- D. authoritative

正解: B

解説:

In the initial stage of team development, known as the forming stage, team members are just getting to know each other, and roles and responsibilities are not yet well-defined. During this stage, a directive leadership style is effective. Directive leaders provide clear instructions, set expectations, and guide team members in their tasks. They establish structure and help the team understand its purpose and goals. As the team progresses through subsequent stages (storming, norming, and performing), leadership styles may evolve based on the team's maturity and dynamics².

質問 # 36

In the development of a consumer appliance product survey which of the following data would likely aid the process?

- I. An analysis of customer complaints received
- II. Satisfaction data from a customer focus group
- III. Number of product defects detected prior to shipments
- IV. Warranty registration data

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

正解: B

質問 # 37

Which of the following is the best tool to use to identify the specific tasks needed to complete a project?

- A. Activity network diagram
- **B. Work breakdown structure**
- C. PERT
- D. Critical path method

正解: B

解説:

The Work Breakdown Structure (WBS) is a fundamental tool in project management. It organizes the project work into smaller, more manageable components or work packages. The WBS provides a hierarchical representation of the project scope, breaking it down into deliverables, sub-deliverables, and individual tasks.

By decomposing the project into smaller elements, the WBS helps identify specific tasks needed to complete the project.

Here's how the WBS works:

* Decomposition: The project manager and team decompose the project scope into smaller components.

Each component represents a specific deliverable or work package.

* Hierarchical Structure: The WBS is organized hierarchically, with the top level representing the overall project and subsequent levels breaking down the work further. For example:

* Level 1: Project

* Level 2: Major deliverables

* Level 3: Sub-deliverables or work packages

* Level 4: Individual tasks

* Scope Definition: The WBS defines the scope of the project by capturing all necessary work elements. It ensures that nothing is overlooked.

* Task Identification: Each work package or sub-deliverable corresponds to specific tasks. These tasks are identified within the WBS.

* Project Control: The WBS serves as a basis for project control. It helps track progress, allocate resources, and manage project risks.

In summary, the Work Breakdown Structure (WBS) is the most suitable tool for identifying specific tasks needed to complete a project. It provides a structured approach to project planning and ensures that all work components are accounted for.

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

Sandra L. Furterer and Douglas C. Wood. Published 2021. [Link](#)

質問 # 38

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実際のCMQ-OE試験では常に緊張しており、実際の試験に適応するのは難しいと感じていますか? 「はい」と

- [illegible]

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