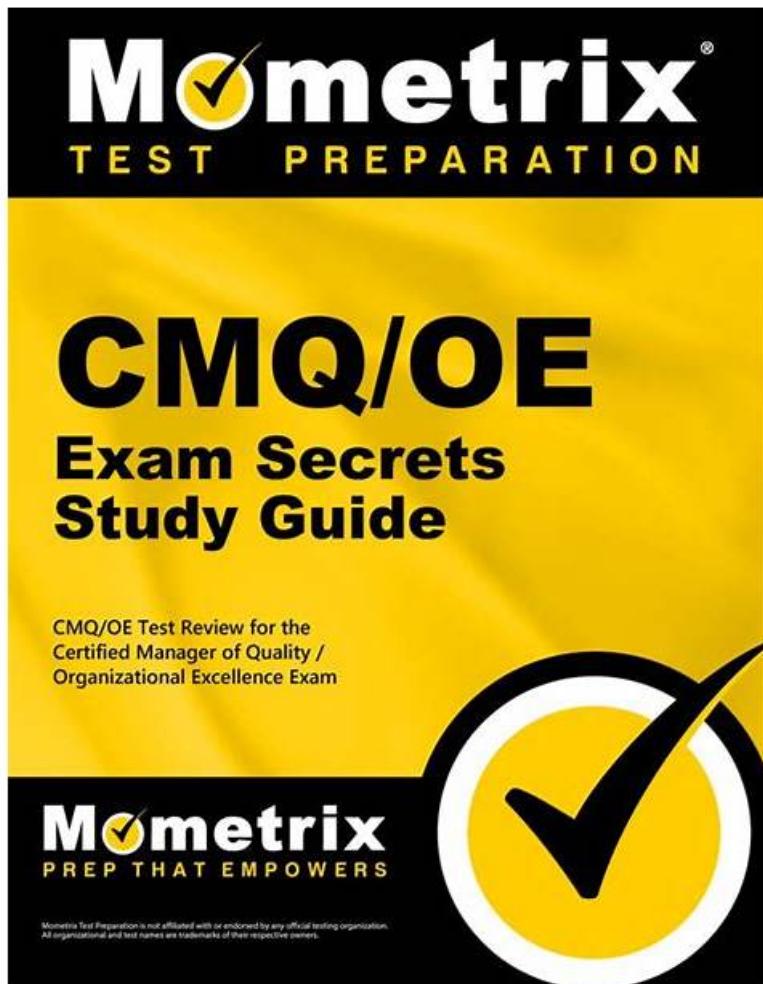


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## ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q349-Q354):

### NEW QUESTION # 349

One of Deming's 14 points is the suggestion that companies should use:

- A. The goal-question-metric paradigm to improve quality
- B. Written objectives to manage staff and achieve measurable results
- C. Inspection and testing to eliminate errors
- D. **On-the-job training to increase knowledge**

**Answer: D**

### NEW QUESTION # 350

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

**Answer: B**

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 # 351

Two human resource functions that typically are shared with other organizational components are:

- A. Compensation and benefits administration.
- B. Unemployment and relocation administration.
- C. **Staffing and training**.
- D. Union contract negotiation and OSHA compliance assessment.

**Answer: C**

### NEW QUESTION # 352

A company that distributes merchandise to major retail stores is conducting a customer satisfaction survey.

The major problem with limiting those interviews to individuals in the company's sales contact list is that the list may not include potential new customers.

- A. include only purchasing agents and buyers
- B. contain out-of-date information
- C. include customers that have stopped purchasing from the company

**Answer: A**

Explanation:

Conducting a customer satisfaction survey is essential for understanding customer needs, identifying areas for improvement, and enhancing overall organizational performance. However, when interviews are limited to individuals on the company's existing sales contact list, several limitations arise:

\* Exclusion of Potential New Customers: The sales contact list typically includes existing customers or those who have previously interacted with the company. By relying solely on this list, the organization misses out on valuable insights from potential new customers who have not yet engaged with the company's products or services. These new customers may have different perspectives and expectations, which are crucial for improving overall customer satisfaction.

\* Bias Toward Purchasing Agents and Buyers: If the list primarily includes purchasing agents and buyers, the survey results may be skewed toward the purchasing process and transactional aspects. While these stakeholders are important, other customer segments (such as end-users, influencers, or decision-makers) may have different experiences and feedback. Limiting the survey to this group may overlook critical insights from other customer roles.

\* Exclusion of Dissatisfied or Lapsed Customers: The sales contact list may not capture customers who have stopped purchasing from the company or those who had negative experiences. By excluding these individuals, the organization misses an opportunity to understand the reasons behind customer attrition and identify areas for improvement. Insights from dissatisfied or lapsed customers are valuable for enhancing overall satisfaction and retention.

\* Outdated Information: Over time, contact lists become outdated due to changes in personnel, job roles, or organizational structures. If the list contains obsolete or incorrect information, the survey may miss relevant stakeholders or fail to reach the intended audience. Outdated data can lead to biased results and inaccurate conclusions.

In summary, relying solely on the company's sales contact list for customer satisfaction surveys can limit the scope, introduce bias, and hinder the organization's ability to gather comprehensive insights. To address this limitation, organizations should consider supplementing the list with additional sources (such as leads, inquiries, or potential customers) and periodically update their contact databases<sup>12</sup>.

: 1: ASQ Certified Manager of Quality/Organizational Excellence 2: Measuring and Managing Customer Satisfaction: ISO 9001:2015 and Beyond

### **NEW QUESTION # 353**

A matrix organizational structure is described as a

- A. democratic, decision-making structure
- B. collaboration between projects and functional areas
- C. one-to-one, supervisor-worker structure
- D. group of individuals dedicated to a functional area

**Answer: B**

Explanation:

A matrix organizational structure is characterized by a dual reporting system where employees report to both a functional manager (based on their expertise or specialization) and a project manager (based on the specific project they are working on). This structure allows for greater flexibility and cross-functional collaboration. In a matrix organization, individuals work on projects while still maintaining their functional roles within the organization. It promotes efficient resource utilization and enhances communication across different departments and projects<sup>2</sup>.

: 1: ASQ Certified Manager of Quality/Organizational Excellence 2: ASQ Certified Manager of Quality /Organizational Excellence - Body of Knowledge

### **NEW QUESTION # 354**

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