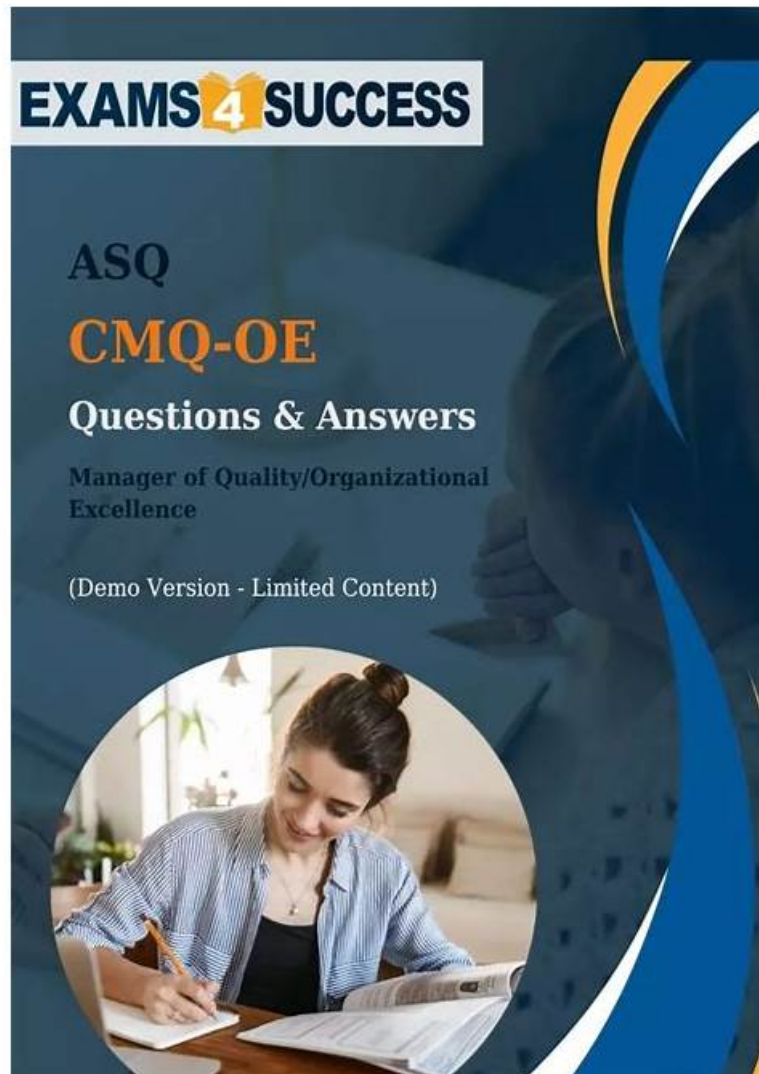


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Prerequisites for CMQ-OE Certification Exam

The vendor has specific prerequisites that candidates are required to meet to be eligible for the CMQ-OE exam. Thus, candidates are required to show 10 years of full-time work experience in at least one area of the Certified Manager of Quality/Organizational Excellence Body of Knowledge. Out of these 10 years of experience, candidates must have 5 years of experience in a decision-making role. Note ASQ defines a decision-making role as a position where the individual has the power to define, implement, or manage projects and processes and be accountable for the results. An individual already accredited by this certification vendor as a quality auditor, software quality engineer, or quality engineer can use the same experience as a pre-requisite for the CMQ-OE test. To add more, a portion of the required 10-year experience will be waived off by ASQ if the individual has an educational background. So, a diploma from a technical school will be eligible for a 1-year waiver, an associate degree for a two-year waiver, a

bachelor's degree for four years, and a master's or doctorate for five years.

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ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q426-Q431):

NEW QUESTION # 426

The most critical use for project portfolio analysis is to:

- A. Assess the feasibility of starting a new project relative to the resources being allocated to existing projects as well as assessing the strategic fit of the new project
- B. Determine the best time to start a new project
- C. Make room for a new project by canceling or postponing an existing project that will not produce as high an ROI as the new project
- D. Compare the net value of a new project relative to continuing previously approved projects

Answer: A

NEW QUESTION # 427

The Taylor Company makes products in E to S ne 1 and its base is moving toward full computer-assisted design (CAD) systems. Taylor is planning to implement a policy requiring product acceptance to be made from CAD drawings resident on the computer system. However, the Ward Company, an important customer of Taylor, has a written policy requiring suppliers to use paper drawings for product acceptance. Which of the following actions should Taylor take to be cost-effective and sensitive to Ward's requirement?

- A. Implement the CAD acceptance system and discuss with marketing how to change Ward's position.
- B. Delay implementing the CAD acceptance system until Ward changes its requirement
- C. Implement a dual-design media acceptance system
- D. Implement the CAD acceptance system and make exception for individual customer as needed

Answer: D

NEW QUESTION # 428

Which of the following communication skills is most effective during a one-on-one dialogue?

- A. Interpreting for the speaker
- B. Taking notes during the discussion
- C. Asking for clarification
- D. Planning a response to the speaker

Answer: C

Explanation:

Detailed Explanation:

The correct answer is A. Asking for clarification.

In one-on-one communication, one of the most effective skills is asking for clarification. This helps ensure that the listener accurately

understands the speaker's meaning, prevents assumptions, and improves the quality of the interaction.

Clarification is effective because it:

- * Confirms understanding
- * Encourages active listening
- * Reduces misunderstanding
- * Shows respect and attention
- * Supports accurate response and problem-solving

Examples include:

- * "Can you explain what you mean by that?"
- * "Are you saying that the issue started after the process change?"
- * "Let me confirm that I understand your concern correctly."

Why the other options are incorrect:

B). Planning a response to the speaker

This often distracts from active listening and can cause the listener to miss important information.

C). Interpreting for the speaker

This can lead to assumptions or distortion rather than accurate understanding.

D). Taking notes during the discussion

Note-taking can be helpful in some settings, but it is not the most effective core communication skill in a one-on-one dialogue.

Quality Management Excellence reference basis:

This answer reflects Quality Management Excellence principles related to:

- * clear communication,
- * accurate understanding,
- * listening before responding,
- * and reducing errors caused by assumption or misinterpretation.

NEW QUESTION # 429

Which of the following actions will help transform the culture of a traditional organisation to one that supports a total quality philosophy?

- A. Surveying internal customers and external end-users to determine product successes and failures
- B. training individual employees to be able to fulfill functional roles anywhere in the organization
- **C. Recognizing employees as collaborators in a network of interrelated processes**
- D. Rewarding the top performing individuals, departments, and divisions in their competition

Answer: C

Explanation:

Recognizing employees as collaborators in a network of interrelated processes is essential for fostering a total quality philosophy within an organization. When employees are seen as active participants in the overall system, they are more likely to contribute their expertise, engage in continuous improvement efforts, and work together to achieve quality goals. This approach emphasizes teamwork, shared responsibility, and a holistic view of organizational processes, aligning with the principles of total quality management. By recognizing employees' contributions and involving them in decision-making, organizations can create a culture that values quality and encourages collaboration¹².

References:

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

* Furterer, S. L., & Wood, D. C. (2021). The ASQ Certified Manager of Quality/Organizational Excellence Handbook (5th ed.). ASQ Quality Press.12

NEW QUESTION # 430

Which of the following is not a type of organizational structure?

- A. Collateral
- **B. Strategic**
- C. Matrix
- D. Process

Answer: B

