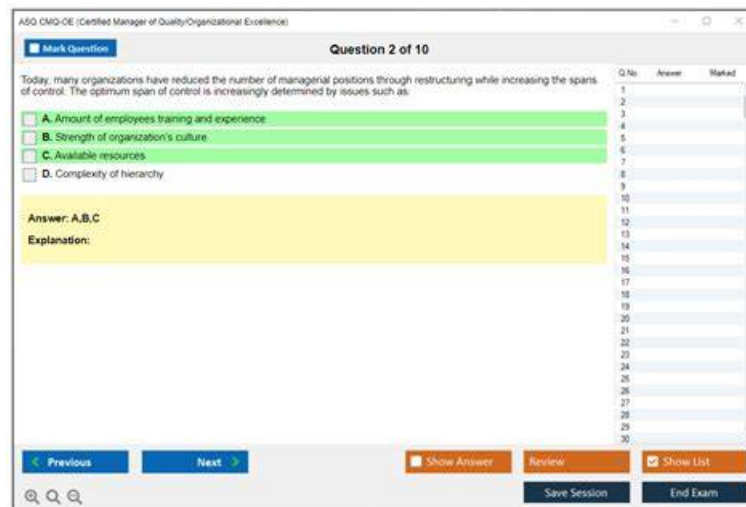


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ASQ CMQ-OE Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Training and Development	16%	- Training Delivery and Facilitation - Training Needs Analysis and Planning - Curriculum Design and Material Development - Evaluation of Training Effectiveness
Topic 2: Leadership	28%	- Leadership Principles and Challenges • 1. Roles and responsibilities of leaders and managers • 2. Change management and innovation • 3. Ethics, governance, and compliance - Organizational Structures - Teams and Team Processes • 1. Team types and development stages • 2. Team building and facilitation techniques

Topic 3: Strategic Plan Development and Deployment	23%	- Strategic Planning Models • 1. Mission, vision, values, and objectives • 2. Hoshin Kanri, balanced scorecard, and benchmarking - Business Environment Analysis • 1. SWOT, PESTLE, risk analysis • 2. Market and competitive analysis - Strategy Deployment and Execution
Topic 4: Management Elements and Methods	26%	- Financial and Resource Management - Communication and Organizational Dynamics - Management Principles and Theories - Quality Management Systems • 1. ISO 9001, Baldrige, TQM frameworks - Human Resources and Workforce Management
Topic 5: Customer-Focused Organizations	22%	- Customer Satisfaction and Loyalty Measurement - Voice of the Customer (VOC) Collection and Analysis - Complaint Management and Service Recovery - Customer Segmentation and Requirements Management
Topic 6: Supply Chain Management	19%	- Supplier Risk and Performance Management - Logistics, Material Control, and Acceptance - Supplier Development and Partnerships - Supplier Selection, Evaluation, and Approval
Topic 7: Quality Management Tools and Methods	31%	- Problem Solving and Process Improvement • 1. PDCA, DMAIC, Lean methodologies - Process Mapping and Design - Statistical Methods and Data Analysis • 1. SPC, hypothesis testing, measurement systems analysis

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ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q497-Q502):

NEW QUESTION # 497

A company that wants to achieve a goal of zero defects must have which of the following processes in place?

- A. 100% final inspection
- B. Internal auditors
- C. Customer satisfaction surveys
- D. Data-based management

Answer: D

NEW QUESTION # 498

Which of the following is the best way for a company to determine how it authorizes projects?

- A. Project team meeting minutes
- B. Organizational chart
- C. Company policies
- D. Employee evaluation form

Answer: C

Explanation:

Let's explore why company policies are the preferred approach:

- * Consistency: Company policies establish consistent practices across the organization. When authorizing projects, having standardized procedures ensures fairness and transparency.
- * Alignment with Objectives: Policies are designed to align with the company's strategic goals. Project authorization processes outlined in policies consider factors such as risk assessment, resource allocation, and project alignment with organizational priorities.
- * Risk Management: Policies often address risk management protocols. By adhering to these policies during project authorization, organizations can mitigate potential risks.
- * Legal Compliance: Policies ensure compliance with legal and regulatory requirements. Authorizing projects according to established policies helps avoid legal pitfalls.
- * Stakeholder Communication: Policies guide communication with stakeholders. When authorizing projects, adherence to policies ensures that relevant parties are informed and involved.

Now, let's briefly discuss the other options:

- * Project Team Meeting Minutes (Option A): While project team meetings are essential for collaboration and decision-making, relying solely on meeting minutes for project authorization lacks the necessary structure and consistency. Meeting minutes capture discussions but may not cover all aspects of project approval.
- * Employee Evaluation Form (Option C): Employee evaluation forms are used for performance assessments, not project authorization. They focus on individual performance rather than project approval processes.
- * Organizational Chart (Option D): Organizational charts depict reporting structures and roles within the company. While they provide context, they do not directly authorize projects. Organizational charts are useful for understanding reporting relationships but are not the primary means of project approval.

In summary, company policies serve as the best way to authorize projects, ensuring alignment, consistency, and adherence to organizational objectives¹.

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

Furterer and Douglas C. Wood. ASQ Quality Press, 2021. [Link](#)

NEW QUESTION # 499

Ethics in the workplace can include

- A. indifference isolation and dishonesty
- B. trust, integrity and self interest
- C. respect, disparity and tolerance
- D. honesty, loyalty and fairness

Answer: D

Explanation:

Organizational excellence involves maintaining high ethical standards within the workplace. Honesty ensures transparent communication, loyalty fosters commitment to the organization's goals, and fairness promotes equitable treatment of employees and stakeholders. Upholding these ethical principles contributes to a positive work environment and organizational success².

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ASQ Policies- Fundamental Principles

The ASQ Certified Manager of Quality/Organizational Excellence Handbook (Page 25)

NEW QUESTION # 500

What is the first phase in initiating a benchmarking plan?

- A. Identify a benchmark partner
- **B. Identify what to benchmark**
- C. Project future performance requirements
- D. Observe best practices

Answer: B

Explanation:

Detailed Explanation:

The correct answer is B. Identify what to benchmark.

The first step in a benchmarking plan is deciding exactly what process, function, product, or performance area should be benchmarked. Without this clarity, the organization cannot choose the right partners, collect relevant information, or compare performance meaningfully.

Why B is correct:

Benchmarking begins by defining:

- * the subject of comparison,
- * the reason for the comparison,
- * and the expected improvement objective.

Only after that can the organization identify benchmark partners and study best practices.

From a Quality Management Excellence perspective, this reflects disciplined planning and clear problem definition. A benchmarking effort should begin with purpose and scope, not with premature partner selection or observation.

Why the other options are not correct:

A). Observe best practices

This occurs later, after the benchmarking target and comparison source are identified.

C). Identify a benchmark partner

A partner should be selected only after the organization knows what it wants to benchmark.

D). Project future performance requirements

This may be useful in strategic planning, but it is not the first phase of benchmarking.

Quality Management Excellence interpretation:

Benchmarking should start with clear scope and purpose. Best practice is to first identify the area to benchmark, then select the comparison source, gather data, analyze gaps, and adapt the learning for improvement.

NEW QUESTION # 501

Which of the following training evaluation methods is easiest to perform but has the most limited value?

- A. Behavior
- **B. Reaction**
- C. Learning
- D. Results

Answer: B

Explanation:

The Reaction evaluation method assesses participants' immediate response to training, such as their satisfaction with the training experience. While it is relatively easy to collect feedback through surveys or questionnaires, this method provides limited insight into the effectiveness of the training in terms of learning outcomes or behavior change. It primarily captures subjective opinions and feelings rather than objective performance improvements. Therefore, while it serves as a quick gauge of participants' reactions, it does not provide substantial evidence of training impact or organizational improvement¹.

References: 1: ASQ. (2019). Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge. Retrieved from ASQ CMQ/OE Body of Knowledge¹.

NEW QUESTION # 502

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