

# Free PDF Quiz ASQ CMQ-OE Certified Manager of Quality/Organizational Excellence Exam First-grade Vce Exam



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## ASQ CMQ-OE Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Management Elements and Methods: This section measures the skills of Operations Managers in applying management principles, financial tools, and risk management methods to support quality systems. It also emphasizes knowledge management and communication skills to enhance organizational performance. A key skill measured is using financial tools to evaluate project feasibility.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Strategic Plan Development and Deployment: This section targets Strategic Planners and evaluates the development and deployment of strategic plans. It includes analyzing market forces, stakeholder needs, and internal capabilities while aligning resources with strategic objectives. A critical skill assessed is evaluating tactical plans for alignment with strategic goals.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Continuous Improvement:</b> This section targets Continuous Improvement Specialists and focuses on methodologies such as Lean, Six Sigma, and Kaizen to drive process improvements. It emphasizes fostering a culture of continuous improvement within the organization. A critical skill assessed is applying improvement methodologies to optimize processes.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Risk Management:</b> This section measures the skills of Risk Analysts in identifying, assessing, and mitigating risks across various organizational processes. It includes developing contingency plans to address potential disruptions effectively. A key skill measured is implementing risk management protocols to ensure operational continuity.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Customer-Focused Organizations:</b> This section measures the skills of Customer Experience Managers in understanding customer needs and expectations to improve satisfaction. It includes building relationships with customers and suppliers and using feedback to drive improvements. A key skill measured is analyzing customer feedback for actionable insights.</li> </ul>

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### Conclusion

You can be successful in the ASQ CMQ/OE exam if you are consistent when it comes to training and use diverse preparation materials. Fortunately, you have different training options provided by the vendor. You can choose between handbooks, face-to-face courses, or bank questions that will help you increase your chances to get the passing score in one go.

## ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q103-Q108):

### NEW QUESTION # 103

To resolve inherent conflicts that arise from multiple customer requirements, an organization should use

- A. six sigma methodology
- **B. quality function deployment**
- C. design of experiments
- D. total quality management

**Answer: B**

Explanation:

Quality Function Deployment (QFD) is a structured approach used to translate customer requirements into specific engineering or operational requirements through various stages of product development and process planning. It is particularly useful in resolving conflicts that arise from multiple customer requirements by prioritizing them and determining the best way to satisfy those requirements within the constraints of the organization's capabilities. QFD involves cross-functional teams and uses matrices to relate customer "wants" to "how" the organization can meet those wants, thus ensuring that customer needs are systematically integrated into the design and delivery of products and services.

: The ASQ Certified Manager of Quality/Organizational Excellence facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement1. This includes employing tools like QFD to align products and services with customer needs and resolve conflicts arising from diverse customer requirements1.

### NEW QUESTION # 104

What is the first step in implementing quality function deployment (QFD)?

- A. Identify the customer requirements
- B. Relate the customer requirements to the technical requirements
- C. Define the technical requirements
- D. Identify competitive products

**Answer: A**

Explanation:

The first step in implementing Quality Function Deployment (QFD) is to identify the customer requirements.

QFD is a methodology that focuses on gathering customer needs and preferences and then translating them into product features or services. By listening to the voice of the customer (VOC), organizations can ensure that their products align with customer expectations and improve overall satisfaction<sup>12</sup>. Once the customer requirements are identified, subsequent steps involve analyzing relationships between customer desires, product design, and technical requirements<sup>3</sup>.

#### NEW QUESTION # 105

A production line has a dropped OEE by 10% from the previous week. The MTBF = 5.4 min, and MTTR = 17.8. Which of the following is the most appropriate step to take in order to solve this substantial 1al loss of performance based on the information available?

- A. Understand the bathtub curve of the line
- B. Estimate the inherent availability to determine the relationship between reliability and maintainability
- C. Evaluate the statistical process control of the line
- D. Understand what the main problem is causing OEE loss, MTBF, and MTTR

**Answer: D**

Explanation:

To address a substantial loss of performance in a production line, it's crucial to first understand the root cause of the problem. OEE (Overall Equipment Effectiveness) is a measure of manufacturing productivity, and a 10% drop indicates a significant issue. MTBF (Mean Time Between Failures) and MTTR (Mean Time To Repair) are metrics related to equipment reliability and maintenance. A decrease in MTBF and an increase in MTTR can both contribute to lower OEE. By investigating the underlying issues causing changes in these metrics, one can identify specific areas for improvement, whether they be in the processes, equipment, or human factors.

References: The answer is based on general quality management principles that focus on problem-solving and continuous improvement, which are core components of the ASQ Manager Of Quality/Organizational Excellence body of knowledge.

#### NEW QUESTION # 106

The decision-making authority delegated to lower management levels depends on:

- I. The situation
- II. The extent of centralization or decentralization
- III. Which people in the organization have the best information
- IV. The complexity of the environment in which the organization functions

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

**Answer: A**

#### NEW QUESTION # 107

Situational leadership is applicable when:

- I. One approach does not meet every situation
- II. A new person on the job requires a lot of direction
- III. A new process has been introduced
- IV. The performer has mastered the task assigned

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

Answer: A

## NEW QUESTION # 108

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