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- **Certified Manager of Quality/Organizational Excellence Question Bank**

This material has the ID, which is QBCMQUE2020ASQ, and it is delivered in a virtual format. It includes hundreds of questions that will help you consolidate your knowledge of the tested topics and get used to the exam structure. Thus, you can simulate the test anytime, from the comfort of your home. The target audience for this e-learning material is formed of specialists or practitioners. Once you opt for this question bank, you will have access to the three sets of 165 items each for one year. After each exam simulation, you will receive the results immediately. This way, you will know exactly which areas you need to focus on. As for the prerequisites for this resource, the vendor recommends that the candidates should have experience in quality management. Finally, access to this question bank is possible if you pay a fee of \$119. In case you are a member of ASQ, then you will have to pay just \$109.

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

This handbook has been written by **Sandra L. Furterer and Douglas C. Wood** and published in 2021. You can buy it for \$105 in case you are an ASQ member, or for \$150 if you are a non-member of this organization. This edition has been updated with the latest topics included in the ASQ CMQ/OE Body of Knowledge. Therefore, you will learn about the quality management concepts, terminology, and principles. You will also learn about the benefits that come with its application and the best practices available on the market. Also, the book is well-organized and can serve as a daily guide when you want to gain professional expertise in quality management-related topics. Besides, it includes different examples that have been adapted to the current business environment. So, it will be easier for you to apply the theoretical notions in a real-world situation.

- **Certified Manager of Quality/Organizational Excellence Certification Preparation**

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ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q16-Q21):

NEW QUESTION # 16

In selecting among different projects, the time value of money is considered for which of the following reasons?

- I. To perform a cost-benefit analysis
- II. To prioritize investments
- III. To predict cash flow
- IV. To reduce operating costs

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

- D. I and II only

Answer: D

NEW QUESTION # 17

The most common reason that companywide quality training programs fail is because the

- A. support of management is lacking
- B. participation by various functional departments is lacking
- C. participants' baseline skills are too diverse
- D. language and concepts are too complex

Answer: A

Explanation:

The lack of support from management is a significant barrier to the success of companywide quality training programs. When management does not actively endorse or prioritize quality initiatives, it becomes challenging to implement effective training across the organization. Without management buy-in, employees may not take the training seriously, and the necessary resources (such as time, budget, and personnel) may not be allocated. Therefore, it is crucial for management to actively champion quality training programs to ensure their success¹.

: 1: The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition¹².

NEW QUESTION # 18

The budgets of most internal staff and operations functions do not include figures for:

- I. Cash received.
- II. Capital expenditures.
- III. Short-term liabilities.
- IV. Payroll expenses.

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

Answer: B

NEW QUESTION # 19

Typical tools used as aids in selecting members for a process improvement team are:

- A. MBTI and process mapping.
- B. Brainstorming and affinity diagram.
- C. DiSC and MBTI.
- D. Root cause analysis and fishbone chart.

Answer: C

NEW QUESTION # 20

A team has been formed with the goal of reducing the number of chemical suppliers. The team has found that the company purchases 27 different chemicals from 42 different suppliers. The best tool to use first to analyze these data would be a

- A. scatter diagram
- B. Pareto chart
- C. control chart
- D. histogram

Answer: B

Explanation:

A Pareto chart is an effective tool for prioritizing and identifying the most significant factors contributing to a problem or situation. In this case, the team's goal is to reduce the number of chemical suppliers. By creating a Pareto chart, the team can visually represent the frequency or impact of each supplier. The chart will help them identify the critical few suppliers (the 20% that contribute to 80% of the issues) and focus their efforts on those suppliers. This approach aligns with the Pareto principle, which states that a small number of factors often account for a large percentage of the total effect. Once the team has identified the key suppliers, they can develop targeted strategies to address the issue and achieve their goal.

References:

* ASQ Certified Manager of Quality/Organizational Excellence

* CMQ/OE Body of Knowledge

NEW QUESTION # 21

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