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## ASQ CMQ/OE Questions with correct answers

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, and III only  
b) I, II, III, and IV  
c) III and IV only  
d) I and II only

Correct Answer-(D) The time value of money is considered to perform a cost-benefit analysis and prioritize investments.

Q. The best tool for discovering relationships between two groups of ideas is a:

- I. Force field analysis
- II. Matrix diagram
- III. Prioritization matrix

IV. Process Decision Program Chart (PDPC)

Correct Answer-(II) A matrix diagram will effectively uncover relationships between two groups of ideas

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## ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q352-Q357):

### NEW QUESTION # 352

Which of the following is an external failure cost?

- A. Product liability costs
- B. Rework costs
- C. Downgrading costs
- D. Costs of corrective actions

**Answer: A**

Explanation:

The concept of Cost of Quality (COQ) helps organizations understand the financial impact of quality-related activities. COQ includes various cost categories, and one of them is external failure costs. Let's break down the options:

\* Rework costs:

\* Rework costs are associated with correcting defects or errors in products or services before they reach the customer.

\* These costs fall under internal failure costs, not external failure costs.

\* Downgrading costs:

\* Downgrading costs refer to the expenses incurred when products or services are downgraded due to quality issues (e.g., selling a premium product as a lower-grade product).

\* These costs are also considered internal failure costs, not external failure costs.

\* Product liability costs:

\* Product liability costs arise from legal claims related to defective products causing harm or injury to customers.

\* These costs are external failure costs because they occur after the product has been delivered to the customer.

\* Costs of corrective actions:

\* Costs of corrective actions include expenses related to identifying and addressing quality problems.

\* These costs are typically part of prevention costs (activities aimed at preventing defects), not external failure costs.

Therefore, product liability costs directly relate to external failure, as they involve legal consequences and customer dissatisfaction after product delivery1.

: 2. ASQ: Cost of Quality (COQ) 3. ASQ Certified Manager of Quality/Organizational Excellence 4. CMQ /OE Body of Knowledge

### NEW QUESTION # 353

Rank in order, from first to last, the following list of steps a quality manager should take to anew quality Program

1. Develop goals
2. Develop the plan
3. Assess needs
4. Execute the plan

- A. 3, 2, 1, 4
- B. 2, 1, 4, 3
- C. 2, 4, 1, 3
- D. 3, 1, 2, 4

**Answer: B**

### NEW QUESTION # 354

Design for six sigma most commonly uses which of the following tools?

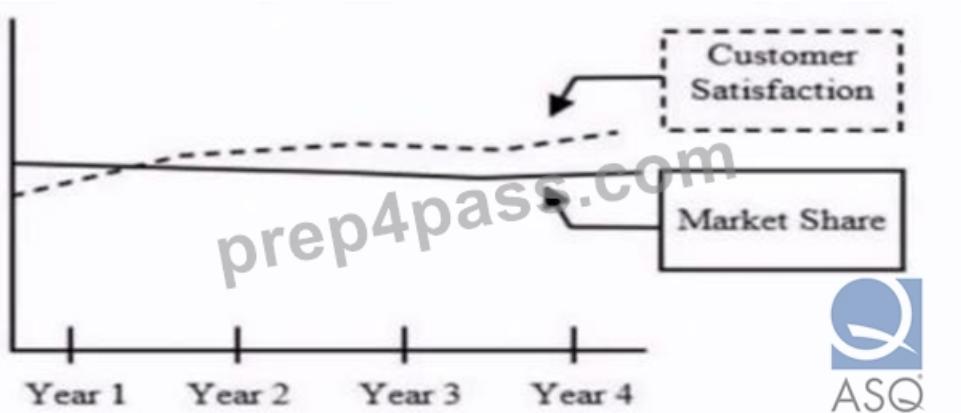
- A. 5 whys
- B. Process decision program chart
- C. DOE

- D. Root cause analysis

**Answer: C**

#### NEW QUESTION # 355

Refer to the exhibit.



According to the chart above which statement regarding causation is true?

- A. There is not a clear indication of what is causing the improvement in either factors
- B. Time is causing the stagnation in market share and the improvement in customer satisfaction
- C. The stagnation in market share is causing the improvement in customer satisfaction
- D. The improvement in customer satisfaction is causing the stagnation in market share

**Answer: A**

#### NEW QUESTION # 356

Which of the following approaches should be used to ensure that a training program will help solve a particular problem?

- A. Avoid lectures as a teaching method
- B. Use certified trainers
- C. Standardize the training materials
- D. Conduct a needs analysis

**Answer: D**

#### NEW QUESTION # 357

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