

# Accurate ASQ - CMQ-OE - Examcollection Certified Manager of Quality/Organizational Excellence Exam Questions Answers



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## **ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q122-Q127):**

### **NEW QUESTION # 122**

The development of a customer satisfaction survey should be based on

- A. established industry practices
- B. the supplier's perception of customer needs
- C. data from field failure reports
- D. **A system for determining customer requirements**

### **Answer: D**

Explanation:

When developing a customer satisfaction survey, it is essential to focus on understanding and meeting customer needs. A system for determining customer requirements ensures that the survey aligns with what customers truly value. By systematically gathering information about customer preferences, expectations, and experiences, organizations can create effective surveys that provide valuable insights. While established industry practices, the supplier's perception of customer needs, and data from field failure reports are relevant considerations, they do not directly address the systematic approach needed to understand and meet customer requirements. Therefore, prioritizing a system for determining customer requirements is crucial for an effective customer satisfaction survey12.

References:

- \* ASQ Certified Manager of Quality/Organizational Excellence
- \* CMQ/OE Excellence Certified Manager of Quality/Organizational - ASQ
- \* Measuring and Managing Customer Satisfaction: ISO 9001:2015 and Beyond
- \* ASQ Certified Manager of Quality/Organizational Excellence

### **NEW QUESTION # 123**

Which of the following is a constraint, even on a high-performing team?

- A. Open communication
- B. Respect for differences
- C. Interdependence
- D. **Groupthink**

### **Answer: D**

Explanation:

Groupthink is a phenomenon where even high-performing teams can fall into a mindset of excessive conformity and suppress dissenting opinions. This can lead to:

\* Illusion of Unanimity: Members may falsely assume agreement due to a lack of critical viewpoints (ASQ CMQ/OE Handbook, pp.176-177).

\* Unchallenged Decisions: The desire for consensus can outweigh critical evaluation, compromising decision-making (ASQ CMQ/OE Handbook, p. 177).

\* Limited Perspective: Failure to consider alternative viewpoints can lead to blind spots in analysis and problem-solving (ASQ CMQ/OE Handbook, p. 176).

While the other options are essential for high-performing teams, groupthink is a potential pitfall that should be actively avoided.

### **NEW QUESTION # 124**

Which of the following statements is true about a customer-driven organization?

- A. It has a short-term focus.
- B. It provides quick returns on its investments.

- C. It measures performance in terms of bottom-line financial results.
- D. It views people as its greatest resource.

**Answer: D**

**NEW QUESTION # 125**

Which of the following aspects of process measurement is most likely to produce false conclusions about that process?

- A. Asking operators to collect data on their own processes
- B. Collecting too much data
- C. Acting on the results too rapidly
- D. Selecting incorrect parameters to measure

**Answer: D**

Explanation:

Selecting incorrect parameters to measure is most likely to produce false conclusions about a process because it can lead to misinterpretation of the process's performance. If the parameters do not accurately reflect the critical aspects of the process, any data collected will be irrelevant and could result in incorrect decisions being made about process improvements or changes. The ASQ Certified Manager Of Quality/Organizational Excellence handbook emphasizes the importance of selecting appropriate measures that align with the goals and objectives of the process to ensure meaningful and accurate analysis1.

References:

\* The ASQ Certified Manager of Quality/Organizational Excellence Handbook1.

**NEW QUESTION # 126**

A customer submitted a comment card for a hotel chain detailing frustration with the condition of the fitness equipment. Within 1 week, this customer received a letter from the hotel manager apologizing for the inconvenience and a hotel voucher for one night's free stay. Upon returning for the free night's stay, the customer found the fitness equipment was in the same condition as the first stay, based on this information, the hotel's feedback program could best be described as having which of the following characteristics?

- A. Root cause analysis and problem resolution processes
- B. Properly trained and empowered employees
- C. Top management support
- D. A fast response

**Answer: D**

Explanation:

The hotel's feedback program demonstrated a fast response by promptly acknowledging the customer's complaint and providing compensation. However, the lack of improvement in the fitness equipment condition indicates that other elements, such as root cause analysis and employee training, were not effectively addressed. To enhance the program, the hotel should consider investigating the underlying issues causing the equipment's poor condition and ensuring that employees are empowered to make necessary improvements1.

References: 1: The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition 12.

The hotel's feedback program demonstrates a fast response by quickly addressing the customer's initial complaint with an apology and compensation. However, the effectiveness of the feedback program is questionable since the underlying issue (condition of the fitness equipment) was not resolved. This indicates a gap in the program's ability to implement sustainable corrective actions that address the root causes of issues.

References:

\* ISO 9001:2015, particularly clauses related to customer focus (clause 5.1.2) and corrective actions (clause 10.1), emphasize the need not just for responsiveness but also for effective actions that prevent problem recurrence.

\* Quality management principles that include customer satisfaction and continuous improvement are relevant here, suggesting that while the response was prompt, it failed to fully meet customer needs or improve the service quality.

**NEW QUESTION # 127**

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