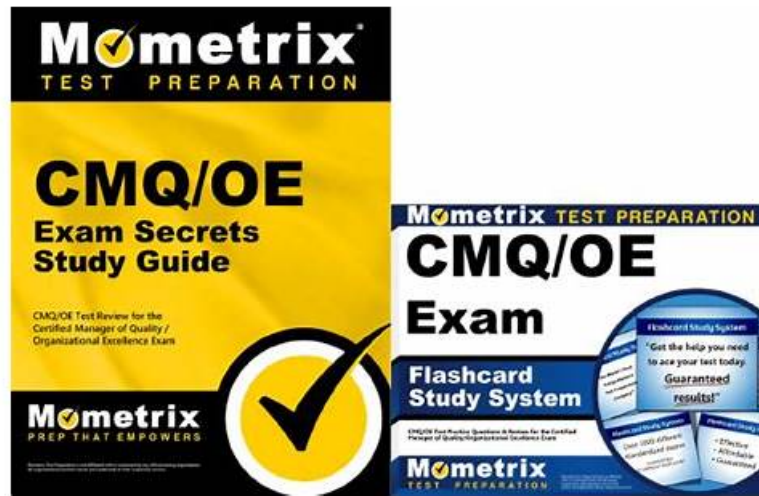


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ASQ Certified Manager of Quality/Organizational Excellence CMQ-OE Exam

ASQ Certified Manager of Quality/Organizational Excellence CMQ-OE Exam is related to Certified Manager of Quality/Organizational Certification. This exam validates the Candidate ability to establish and monitor customer or supplier relations, develop measurement systems to determine organizational improvement and supports strategic planning and deployment initiatives. It also tests the Candidate ability to analyze financial situations, determine and evaluate risk employ knowledge management tools, techniques in resolving organizational challenges, manage projects and human resources, motivate and evaluate staff.

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Future Career Prospects for Certified Professional

The Certified Manager of Quality/Organizational Excellence professionals are high in demand due to their immense knowledge and diverse skill sets. This prestigious certification will ensure a candidate outshines the rest and stands out from the crowd. More so, certified professionals are employed in various capacities including a quality manager, quality assurance manager, and quality auditor. They are also a few of the highly reputed professionals in the industry that take home a massive paycheck. According to PayScale.com, the average annual salary of a certified professional is roughly about USD 109k, which is considered highly attractive in today's corporate context.

ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q47-Q52):

NEW QUESTION # 47

A company president and the vice president of operations congratulate the quality manager on the outstanding increase in customer satisfaction, which was the company's number one priority. The quality manager's best response is to thank them and

- A. remind them that more work needs to be done
- B. caution them that having such a singular focus on customer satisfaction may be misleading in the long run
- C. accept their praise on behalf of the employees throughout the company
- **D. suggest that they praise the employees directly, since everyone contributed to the results**

Answer: D

Explanation:

When the company president and the vice president of operations congratulate the quality manager on the outstanding increase in customer satisfaction, it is essential to acknowledge their praise. However, the quality manager should also recognize the collective effort of all employees in achieving this success. By suggesting that they praise the employees directly, the quality manager reinforces the importance of teamwork and shared responsibility. It encourages a positive organizational culture where individual contributions are recognized and celebrated. Reminding them that more work needs to be done or cautioning them about a singular focus on customer satisfaction may not be the most constructive response in this context.

Source: 1: The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition, Sandra L. Furterer and Douglas C. Wood, ASQ Quality Press, 2021.

NEW QUESTION # 48

Stratified sampling is an appropriate method to use in which of the following circumstances?

- A. The plan requires samples to be drawn from random containers.
- B. The inspector is examining product from a single lot.
- **C. The lot contains product from different machines, production shifts, or operators**
- D. The samples are drawn from a continuous flow of product.

Answer: C

NEW QUESTION # 49

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

- A. Root cause analysis
- B. Process decision program chart
- **C. DOE**
- D. 5 whys

Answer: C

NEW QUESTION # 50

In an effort to reduce quality costs, a quality manager has implemented a cross-functional process improvement team. Which of the following activities should the team perform first?

- **A. Identify the problem**
- B. Create a method of reporting progress
- C. Identify ways to measure the effectiveness of changes
- D. Implement a change management system

Answer: A

Explanation:

When a quality manager implements a cross-functional process improvement team to reduce quality costs, the team should first identify the problem. Here's why:

* Problem Identification: Before implementing any changes or improvements, it's crucial to understand the root cause of the quality issue. Identifying the problem allows the team to focus their efforts effectively.

* Baseline Assessment: By identifying the problem, the team establishes a baseline for comparison. They can measure the current

state, collect relevant data, and understand the impact of the issue on quality costs.

* Target Setting: Once the problem is clear, the team can set specific improvement targets. These targets guide subsequent activities, such as creating a method of reporting progress and measuring effectiveness.

While other activities (such as creating a reporting method, measuring effectiveness, and implementing a change management system) are essential, they should follow problem identification. Solving the right problem is critical to achieving meaningful quality improvements¹.

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

Sandra L. Furterer and Douglas C. Wood. Published 2021. ISBN: 9781951058067. Item Number: H1569.

Link

NEW QUESTION # 51

Which of the following steps should an organization take immediately after creating its strategic plan?

- A. Defining its mission and vision
- **B. Translating the plan into actions**
- C. Deploying its quality goals
- D. Leveraging customer needs into profit opportunities

Answer: B

Explanation:

After creating a strategic plan, the next critical step is to put it into action. Translating the plan into actions involves executing the strategies, initiatives, and goals defined in the plan. This process ensures that the organization moves from planning to implementation, aligning its resources, processes, and activities with the strategic direction. By deploying the plan, the organization can effectively work toward achieving its mission, vision, and quality goals².

References:

* ASQ Certified Manager of Quality/Organizational Excellence Certification Brochure. Available at ASQ Certified Manager of Quality/Organizational Excellence.

* ASQ 2021-2022 Strategic Plan. Available at ASQ 2021-2022 Strategic Plan.

NEW QUESTION # 52

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