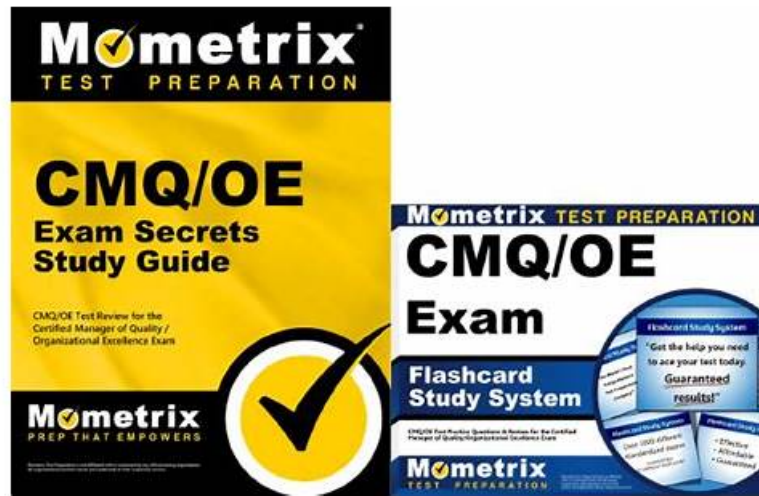


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ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q111-Q116):

NEW QUESTION # 111

A customer's supplier performance system requires suppliers to develop an improvement plan if they submit shipments containing multiple nonconformances. Which of the following elements should the customer require as part of those improvement plans?

- A. Independent confirmation of the nonconformance
- B. Root cause analysis
- C. Process audits at the supplier's facility
- D. Tightened incoming inspections

Answer: C

Explanation:

Process audits play a crucial role in supplier quality management. Here's why they are relevant:

* Assessing Supplier Processes: Process audits involve evaluating the supplier's processes, procedures, and practices. By examining how the supplier operates, the customer gains insights into the effectiveness of their quality control mechanisms.

* Identifying Nonconformances: During process audits, auditors look for deviations from established standards, including nonconformances. If multiple nonconformances are identified, they become key areas for improvement.

* Root Cause Analysis: While process audits may not directly include root cause analysis (RCA), they provide the necessary context for identifying root causes. Auditors can ask questions, review documentation, and observe practices to uncover underlying issues.

* Verification of Corrective Actions: As part of the improvement plan, the supplier must take corrective actions to address nonconformances. Process audits verify whether these corrective actions have been implemented effectively.

* Continuous Improvement: Process audits contribute to the supplier's continuous improvement efforts.

By identifying weaknesses and suggesting improvements, they help enhance overall performance.

In summary, process audits provide a comprehensive view of the supplier's operations, allowing the customer to address nonconformances and drive quality improvement. While root cause analysis is essential, it is often conducted separately based on the findings from process audits¹².

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ASQ Certified Manager of Quality/Organizational Excellence Certification Brochure. Retrieved from ASQ.

ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fourth Edition. Russell T. Westcott (Editor). ASQ Quality Press. Link.

ASQ India. Manager of Quality / Organizational Excellence (CMQ/OE). Retrieved from ASQ India

NEW QUESTION # 112

A long-term quality engineer is looking at two equivalent job grade positions to make a lateral move. While the projected salaries for the two positions are the same, the level of responsibility and potential range of influence for one position is significantly greater than the other. Using the Kano Model above, "Salary" is a

- A. satisfier
- B. inverse satisfier
- C. dissatisfier
- D. exciter

Answer: C

NEW QUESTION # 113

Which of the following is an example of one-on-one instruction?

- A. On-the-job
- B. Classroom
- C. Self-directed
- D. Facilitation

Answer: A

Explanation:

One-on-one instruction refers to personalized training or guidance provided directly between an instructor and a learner. Among the options provided:

* Self-directed learning involves independent study or learning at one's own pace, without direct interaction with an instructor.

* Classroom instruction typically involves a group of learners being taught by an instructor in a classroom setting.

* Facilitation refers to guiding group discussions or collaborative activities, not necessarily one-on-one.

On-the-job instruction occurs when an individual receives personalized training, coaching, or mentoring while performing their job tasks. It is tailored to the specific needs of the learner and takes place within the context of their work environment. Therefore, on-the-job instruction exemplifies one-on-one interaction between the instructor and the learner¹².

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ASQ Certified Manager of Quality/Organizational Excellence

CMQ/OE Body of Knowledge

NEW QUESTION # 114

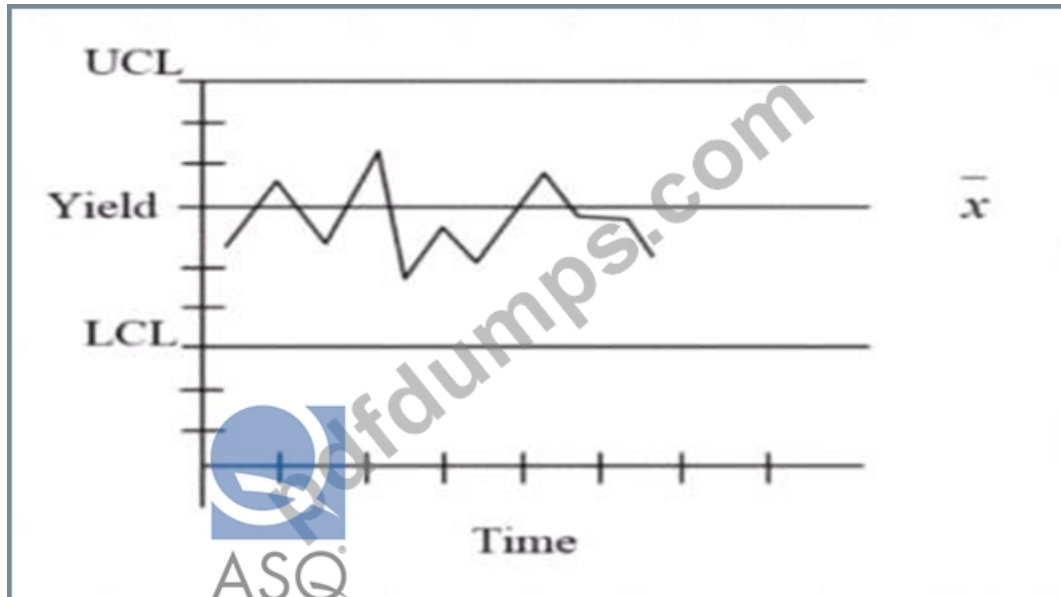
A recent employee survey included individual comments indicating that some employees are having to decide whether to follow a written procedure or do something contrary to procedure b their supervisor or manager told them to do it differently. In this situation, the first action the quality manager should take is to

- A. discuss the matter with mid-level managers
- **B. quantify and verify the survey findings**
- C. initiate appropriate changes to the procedures being violated
- D. discuss the matter with the quality council or senior management

Answer: B

NEW QUESTION # 115

On the basis of the trend shown in the chart below, which of the following actions, if any, would be appropriate for a quality manager to take?



- **A. Identify the root cause for the decline in yield**
- B. Increase the frequency of monitoring the yield
- C. Request a training session on interpretation of control charts
- D. None of the above: no action is required

Answer: A

Explanation:

The chart provided represents a control chart, which is a statistical process control tool used to monitor process performance over time. In this case, the chart tracks the yield (a measure of output quality) over time.

The control chart has three key lines:

- * The central line represents the average yield.
- * The upper control limit (UCL) and lower control limit (LCL) define the acceptable range of variation around the average yield.

Interpreting the chart:

- * Trend: The yield appears to be decreasing over time, as indicated by the data points moving below the central line.
- * Out-of-Control Signals:
 - * Point sixteen is above the UCL, signaling an out-of-control condition.
 - * Point four is farther than 2 from the centerline, indicating another out-of-control signal.
 - * Point eleven is farther than 1 from the centerline, sending a third out-of-control signal.
- * Action: Given the declining trend and out-of-control signals, the quality manager should identify the root cause of the yield decline. This involves investigating factors that may be contributing to the decrease in yield and addressing them to improve process performance.

References:

- * ASQ Certified Manager Of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge Map 2019

NEW QUESTION # 116

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