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CMQ-OE Study Areas

In general, ASQ tests a candidate's knowledge of the seven core domains listed below. Understandably, candidates are expected to be familiar with the topics prior to attempting the validation.

- **Customer-Focused Organizations**

This objective mainly assesses the candidate's knowledge of the different types of customers, customer segmentation, and customer relationship management including customer satisfaction and loyalty, principles for services, dealing with external and internal customers, and finally, focus group output.

- **Quality Management Tools**

There, the candidate will be tested on the various quality management tools including process improvement tools, basic management tools, innovation & creativity tools, and lean instruments. The candidate will also be expected to have a good understanding of measurement and metrics, which encompasses areas such as statistics, sampling techniques, and trend analysis.

- **Training and Development**

This domain evaluates the candidate's ability to create training plans and develop training materials, use different tools along with techniques to identify training needs and assess training effectiveness.

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ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q64-Q69):

NEW QUESTION # 64

Which of the following are essential ingredients to achieving worker satisfaction?

- A. Giving recognition to the employees for what is accomplished
- B. Establishing goals and defined task detail
- C. Providing assistance with personal problems
- D. Giving full freedom to employees

Answer: A

Explanation:

The ASQ Certified Manager Of Quality/Organizational Excellence emphasizes the importance of recognizing employees' achievements as a key factor in achieving worker satisfaction. Recognition aligns with the principles of engaging and motivating employees, which are critical for delivering products and services that fulfill customer requirements within business expectations. It is part of the broader scope of managing for organizational excellence, which includes motivating staff and managing human resources effectively.

: 1: Manager of Quality/Organizational Excellence Certification CMQ/OE - ASQ. 2: What Is Organizational Excellence? - ASQ. 3: WHY BECOME A CERTIFIED MANAGER OF QUALITY/ORGANIZATIONAL EXCELLENCE? - ASQ.

NEW QUESTION # 65

All but one of the following represents good communicating skill. Which one does not?

- A. Body language and voice convey the same message.
- B. Since the brain works much faster than speaking, use the time while another person is speaking to plan your next comment or question.
- C. Use a paraphrasing technique to clarify your understanding of what was said.
- D. Use open-ended and closed questions at appropriate times.

Answer: B

NEW QUESTION # 66

Which of the following is true?

- A. A printed training workbook serves only one purpose-documentation of textual content.
- B. Training embedded in a transaction-processing computer program is usually ineffective as well as annoying to operators.
- C. OJT is how an "old hand" teaches a new hire how things are done-it involves no structure or instructional standards.
- D. Training to be delivered via an in-house intranet is likely to be more costly to develop than classroom-type training.

Answer: D

NEW QUESTION # 67

Which of the following actions by a customer will support long-term relations with a supplier?

- A. Focusing on developing clear purchase orders and contract provisions
- B. Training purchasing staff to facilitate communications between suppliers and end-users
- C. Scheduling regular meetings with the supplier to discuss plans and problem-solving options
- D. Creating opportunities for the supplier's quality engineers to meet with the purchasing staff

Answer: C

Explanation:

Building strong and lasting relationships with suppliers involves effective communication and collaboration.

Regular meetings provide an opportunity for both parties to discuss plans, address challenges, and find solutions together. By engaging in open dialogue, the customer can foster trust and mutual understanding, leading to better long-term relations. While other

actions such as developing clear purchase orders, training purchasing staff, and creating opportunities for quality engineers are important, regular meetings directly contribute to ongoing cooperation and problem-solving1.

References:

- * ASQ Certified Manager of Quality/Organizational Excellence
- * CMQ/OE Excellence Certified Manager of Quality/Organizational - ASQ
- * QASEC - ASQ CMQ/OE, Manager of Quality Organizational Excellence Canada

NEW QUESTION # 68

In project management, a benefit/cost ratio can be used to

- A. calculate a project's true cost
- B. select team leaders
- C. allocate appropriate resources
- D. **select projects**

Answer: D

Explanation:

The benefit/cost ratio (also known as the cost-benefit ratio) is a financial metric used to assess the desirability of a project or investment. It compares the expected benefits (such as increased revenue, cost savings, or other positive impacts) to the associated costs (including initial investment, ongoing expenses, and operational costs). The formula for the benefit/cost ratio is:

[\text{Benefit/Cost Ratio} = \frac{\text{Total Expected Benefits}}{\text{Total Expected Costs}}] Here's how it applies to project management:

* Project Selection: Organizations often have limited resources and must choose which projects to pursue.

The benefit/cost ratio helps prioritize projects by comparing their potential benefits to the costs involved. Projects with higher ratios are more attractive because they promise greater returns relative to the investment.

* Decision Criteria: When evaluating project proposals, project managers and stakeholders can use the benefit/cost ratio as a decision criterion. If the ratio exceeds a certain threshold (e.g., 1.0), the project is considered worthwhile. A ratio less than 1.0 indicates that the costs outweigh the benefits.

* Risk Assessment: The benefit/cost ratio considers both quantitative and qualitative factors. It accounts for financial gains, risk reduction, improved efficiency, and other intangible benefits. By assessing risks and uncertainties, project teams can make informed decisions.

* Comparing Alternatives: When choosing between multiple projects, the benefit/cost ratio allows for direct comparison. Project A may have a ratio of 2.5, while Project B has a ratio of 1.8. Project A is likely to deliver more value per unit of investment.

* Long-Term Impact: The benefit/cost ratio encourages a long-term perspective. It considers the entire project lifecycle, including ongoing operational costs and maintenance. A project with high upfront costs but substantial long-term benefits may still have a favorable ratio.

In summary, the benefit/cost ratio is a valuable tool for project managers, enabling them to make informed decisions about resource allocation, project selection, and overall organizational success12. Remember that the goal is to maximize benefits while minimizing costs, ensuring efficient use of resources and achieving strategic objectives.

References:

* ASQ. (n.d.). Manager of Quality/Organizational Excellence Certification CMQ/OE. Retrieved from ASQ

* ASQ. (n.d.). What Is Cost of Quality (COQ)? Retrieved from ASQ

NEW QUESTION # 69

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