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## CMQ/OE Exam with Complete Questions And Answers

**A-B-C analysis - Answer**A systematic collection and analysis of the behavior observed of an individual or a work group for the purpose of determining the cause of specific behaviors.

**acceptable quality limit (AQL) - Answer**The quality level that is the worst tolerable process average when a continuing series of lots is submitted for acceptance sampling.

**acceptance sampling - Answer**Inspection of a sample from a lot to decide whether to accept or not accept that lot. There are two types: attributes sampling and variables sampling. In attributes sampling, the presence or absence of a characteristic is noted in each of the units inspected. In variables sampling, the numerical magnitude of a characteristic is measured and recorded for each inspected unit; this involves reference to a continuous scale of some kind.

**acceptance sampling plan - Answer**Specific plan that indicates the sampling sizes and the associated acceptance or nonacceptance criteria to be used. In attributes sampling, for example, there are single, double, multiple, sequential, chain, and skip-lot sampling plans. In variables sampling, there are single, double, and sequential sampling plans. For detailed descriptions of these plans, see ANSI/ISO/ASQ A35342.

**accreditation - Answer**Certification, by a duly recognized body, of the facilities, capability, objectivity, competence, and integrity of an agency, service, or operational group or individual to provide the specific service or operation needed. For example, the Registrar Accreditation Board (U.S.) accredits those organizations that register companies to the ISO 9000 series standards.

**accuracy - Answer**A characteristic of measurement that addresses how close observed value is to the true value. It answers the question, "Is it right?"

**ACSI - Answer**The American Customer Satisfaction Index is an economic indicator, a cross-industry measure of the satisfaction of U.S. customers with the quality of the goods and services available to them-both those goods and services produced within the United States and those provided as imports from foreign firms that have substantial market shares or dollar sales.

**action plan - Answer**The detailed plan to implement the actions needed to achieve strategic goals and objectives (similar to, but not as detailed as a project plan).

**active listening - Answer**Listening closely to what others are saying (for example, rather

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## Conclusion

You can be successful in the ASQ CMQ/OE exam if you are consistent when it comes to training and use diverse preparation materials. Fortunately, you have different training options provided by the vendor. You can choose between handbooks, face-to-face courses, or bank questions that will help you increase your chances to get the passing score in one go.

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## Certification Path

The ASQ Certified Manager of Quality/Organizational Excellence certification path includes only one CMQ-OE Certification Exam.

## ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q82-Q87):

### NEW QUESTION # 82

A company is in the planning phase of a supplier relations program. Which of the following steps is critical to establishing a successful program?

- A. Identifying appropriate commodities for procurement
- B. Analyzing the cost of procurement
- C. Determining the needs of the customer
- D. Evaluating the replacement of existing suppliers

**Answer: C**

Explanation:

Detailed Explanation:

The correct answer is D. Determining the needs of the customer.

A successful supplier relations program must ultimately support the organization's ability to meet customer needs. Before selecting suppliers, structuring supplier relationships, or making procurement decisions, the organization must understand what the customer requires in terms of quality, delivery, service, reliability, flexibility, and value.

Determining customer needs is critical because it:

- \* establishes the basis for supplier requirements,
- \* helps define what the supplier relationship must deliver,
- \* aligns supply decisions with business and market expectations,
- \* and ensures the supplier program supports customer satisfaction rather than internal convenience alone.

Once customer needs are understood, the company can more effectively decide:

- \* what commodities are needed,
- \* what supplier capabilities are required,
- \* how supplier performance should be measured,
- \* and how supplier relationships should be managed.

Why the other options are incorrect:

A). Identifying appropriate commodities for procurement

This is important, but it should follow from understanding what the customer needs.

B). Analyzing the cost of procurement

Cost matters, but it is not the primary critical starting point in building a successful supplier relations program.

C). Evaluating the replacement of existing suppliers

This is a later tactical consideration, not the foundational step.

Quality Management Excellence reference basis:

This answer is consistent with Quality Management Excellence principles of:

- \* customer focus,
- \* requirement-driven planning,
- \* and aligning supplier management with the needs of the end customer and overall organizational objectives.

### NEW QUESTION # 83

All except one of the following is a technique used in assessing training needs. Which one is not?

- A. Performance problem analysis
- B. Task analysis
- C. Focus group
- D. Critical incident analysis

**Answer: A**

**NEW QUESTION # 84**

The audit team that will be most effective in performing an internal department audit is one that

- A. includes a group of managers of the department to be audited
- B. includes the vice president who has authority over the department to be audited
- C. has at least two representatives from the department to be audited
- **D. has no representatives from the department to be audited**

**Answer: D**

**NEW QUESTION # 85**

Senior management has scheduled a meeting to review the results of a recent assessment that the quality manager has been overseeing for three months. If only 15 minutes are allotted for presenting the findings, which of the following actions would be most effective for the quality manager to take?

- A. Limit the presentation to review only the issues that have surfaced in the past month
- **B. Summarize the findings and identify areas of concern for future discussion**
- C. Suggest that the meeting be canceled and offer to deliver a written report instead
- D. Request that the meeting be postponed until senior management has more time for a full briefing

**Answer: B**

Explanation:

Given the time constraint of only 15 minutes, it is essential to focus on the key points. The quality manager should provide a concise summary of the assessment results, highlighting critical issues and areas that need attention. By identifying concerns for future discussion, the quality manager can ensure that senior management is aware of the essential findings without overwhelming them with details. This approach allows for efficient use of the limited time available while still addressing the critical aspects of the assessment<sup>1</sup>.

References:

- \* The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition<sup>1</sup>.
- \* The ASQ Certified Manager of Quality/Organizational Excellence Handbook - Google Books<sup>2</sup>.

**NEW QUESTION # 86**

Theory of constraints:

- A. Follows the steps in the process.
- B. Follows after process reengineering.
- **C. Follows the flow of money.**
- D. Follows the processes in the system.

**Answer: C**

**NEW QUESTION # 87**

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