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## Prerequisites for CMQ-OE Certification Exam

The vendor has specific prerequisites that candidates are required to meet to be eligible for the CMQ-OE exam. Thus, candidates are required to show 10 years of full-time work experience in at least one area of the Certified Manager of Quality/Organizational Excellence Body of Knowledge. Out of these 10 years of experience, candidates must have 5 years of experience in a decision-making role. Note ASQ defines a decision-making role as a position where the individual has the power to define, implement, or manage projects and processes and be accountable for the results. An individual already accredited by this certification vendor as a quality auditor, software quality engineer, or quality engineer can use the same experience as a pre-requisite for the CMQ-OE test. To add more, a portion of the required 10-year experience will be waived off by ASQ if the individual has an educational background. So, a diploma from a technical school will be eligible for a 1-year waiver, an associate degree for a two-year waiver, a bachelor's degree for four years, and a master's or doctorate for five years.

## 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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## ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q338-Q343):

### NEW QUESTION # 338

A spirited disagreement has developed between two department heads at a staff meeting. As facilitator of the meeting, the quality manager should

- A. ask the conflicting parties to remain silent while the rest of the group discusses the issues
- B. ask the conflicting parties to leave the meeting and come to resolution
- C. acknowledge that a conflict exists and propose a joint problem-solving technique
- D. adjourn the meeting early

**Answer: C**

### NEW QUESTION # 339

Theory of constraints:

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

**Answer: C**

### NEW QUESTION # 340

Some of the issues that make leadership difficult to define include:

- A. Deming described primary responsibility of a leader as transformation of the organization
- B. Leadership of an organization may be an appointed role
- C. A, B and C all are correct
- D. Leadership may be taken on at various times by different people who are working together on a particular project

**Answer: C**

### NEW QUESTION # 341

A cross-functional team has made improvements on a process and the points on an R chart for that process are now consistent and close to the centerline. Which of the following steps would be appropriate for the team to take next?

- A. Look for special causes in the process
- B. Test the new process in another, similar area
- C. Revise the control limits on the process
- D. Reward the process operators

**Answer: A**

Explanation:

Let's break down the options:

\* Test the new process in another, similar area: While testing the process in another area may be valuable, it is not the immediate next step. First, the team needs to ensure that the current process is stable and free from special causes before replicating it elsewhere.

\* Reward the process operators: While recognizing and rewarding process operators is important for motivation and morale, it is not directly related to addressing process stability or identifying special causes.

\* Revise the control limits on the process: Control limits are established based on historical data and process stability. If the process

is stable and the points on the R chart are consistent, there is no need to revise the control limits at this stage.

\* Look for special causes in the process: This is the correct next step. Even though the process appears stable, the team should investigate any unusual occurrences or patterns (special causes) that might impact the process. Identifying and addressing special causes ensures ongoing process improvement.

Therefore, the team should focus on identifying any special causes that could affect the process performance.

: 1: The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition1.

### NEW QUESTION # 342

Which of the following tools should HR use to monitor the number of hours lost due to worker absenteeism?

- A. Flowchart
- **B. Time plot**
- C. Activity network diagram
- D. Pareto chart

**Answer: B**

Explanation:

Let's delve into why a time plot is the most appropriate tool for monitoring worker absenteeism:

\* **Time Plot (Time Series Plot):**

\* A time plot is a graphical representation of data points collected at different time intervals.

\* It shows how a variable (in this case, worker absenteeism hours) changes over time.

\* The x-axis represents time (e.g., days, weeks, months), and the y-axis represents the variable being measured (absenteeism hours).

\* By plotting absenteeism data over time, HR can identify trends, seasonality, and any unusual patterns.

\* **Why Time Plot for Absenteeism Monitoring?:**

\* **Trend Identification:** HR can observe whether absenteeism is increasing, decreasing, or remaining stable over time.

\* **Seasonal Patterns:** Time plots reveal recurring patterns related to seasons, holidays, or specific days of the week.

\* **Outliers and Anomalies:** Sudden spikes or drops in absenteeism can be easily spotted.

\* **Forecasting:** If HR wants to predict future absenteeism, time plots provide insights.

\* **Steps to Create a Time Plot for Absenteeism:**

\* Collect data on worker absenteeism hours over a specified period (e.g., monthly data for a year).

\* Arrange the data chronologically (from earliest to latest).

\* Plot the data points on a graph, connecting them with lines.

\* Observe the resulting plot for trends, seasonality, and outliers.

\* **Alternatives and Why They Are Less Suitable:**

\* **Flowchart:** Flowcharts are used to depict processes or workflows. They are not suitable for tracking time-based data like absenteeism.

\* **Pareto Chart:** Pareto charts prioritize problems based on their impact. While useful for quality improvement, they don't capture the temporal aspect.

\* **Activity Network Diagram:** Activity network diagrams are used for project management and scheduling. They don't directly address absenteeism tracking.

\* **Time Plot (Time Series Plot):** The best choice for monitoring absenteeism over time.

In summary, HR should use a time plot to visualize and analyze worker absenteeism trends effectively1.

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

Furterer and Douglas C. Wood, ASQ Quality Press, 2021. Link

### NEW QUESTION # 343

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