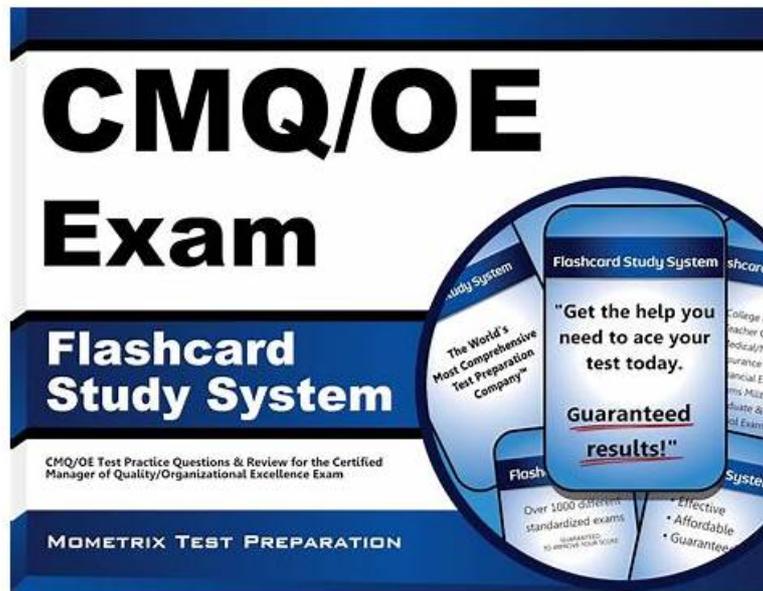


# CMQ-OE学習指導 & CMQ-OE日本語pdf問題



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## ASQ CMQ-OE 認定試験の出題範囲:

トピック	出題範囲
トピック 1	<ul style="list-style-type: none"> <li>Quality Management Tools: This section focuses on Process Improvement Specialists and covers quality tools such as process mapping, root cause analysis, and statistical methods. It emphasizes selecting appropriate tools to monitor performance and improve processes. A significant skill assessed is applying quality tools to solve organizational problems.</li> </ul>
トピック 2	<ul style="list-style-type: none"> <li>Training and Development: This section measures the skills of Training Coordinators in designing and implementing effective training programs that align with organizational needs. It includes assessing employee competencies and ensuring professional development supports quality initiatives. A key skill measured is creating training plans that enhance workforce capabilities.</li> </ul>
トピック 3	<ul style="list-style-type: none"> <li>Management Elements and Methods: This section measures the skills of Operations Managers in applying management principles, financial tools, and risk management methods to support quality systems. It also emphasizes knowledge management and communication skills to enhance organizational performance. A key skill measured is using financial tools to evaluate project feasibility.</li> </ul>
トピック 4	<ul style="list-style-type: none"> <li>Measurement: Assessment and Metrics: This section focuses on Data Analysts and covers developing metrics to assess organizational performance against strategic objectives. It emphasizes using data-driven insights for decision-making and continuous improvement. A significant skill assessed is designing performance measurement systems aligned with quality goals.</li> </ul>

トピック 5	<ul style="list-style-type: none"> <li>• Strategic Plan Development and Deployment: This section targets Strategic Planners and evaluates the development and deployment of strategic plans. It includes analyzing market forces, stakeholder needs, and internal capabilities while aligning resources with strategic objectives. A critical skill assessed is evaluating tactical plans for alignment with strategic goals.</li> </ul>
トピック 6	<ul style="list-style-type: none"> <li>• Leadership: This section of the exam measures the skills of Quality Managers and focuses on organizational structures, leadership roles, and change management strategies. It covers techniques for motivating employees, overcoming roadblocks, and fostering teamwork. A key skill measured is implementing leadership techniques to drive organizational goals.</li> </ul>

>> CMQ-OE学習指導 <<

## CMQ-OE日本語pdf問題 & CMQ-OE受験料過去問

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## ASQ Certified Manager of Quality/Organizational Excellence Exam 認定 CMQ-OE 試験問題 (Q259-Q264):

### 質問 # 259

Considering the maturity factor, the task and relationship behaviors comprise four leadership styles. These styles are: High task; low relationship, High task; High relationship, High relationship; Low task, Low relationship; Low task. Leadership style where responsibility for decisions and implementation are turned over to the employee is:

- A. Low relationship; Low task
- B. High task; High relationship
- C. High task; low relationship
- D. High relationship; Low task

正解: A

### 質問 # 260

Teams that are entering the performing stage often need help

- A. clarifying member roles and developing working relationships
- B. deciding who should make decisions
- C. identifying each team member's skills, knowledge, and experience levels
- D. learning how to manage change

正解: A

### 解説:

When teams transition into the performing stage, they have already gone through the forming, storming, and norming stages. At this point, they are ready to work together efficiently. Here's why clarifying member roles and developing working relationships is crucial:

\* Role Clarity: In the performing stage, team members need a clear understanding of their roles and responsibilities. This clarity ensures that everyone knows what is expected of them and how they contribute to the team's success.

\* Effective Collaboration: Developing working relationships involves building trust, effective communication, and cooperation. Team members must collaborate seamlessly to achieve their objectives. Understanding each other's strengths and weaknesses helps in allocating tasks appropriately.

\* Conflict Resolution: As teams perform, conflicts may arise due to differing opinions or approaches.

Clarifying roles and relationships allows team members to address conflicts constructively and find solutions.

\* Productivity: When roles are well-defined, team members can focus on their tasks without confusion.

This leads to increased productivity and better outcomes.

\* Team Cohesion: Developing working relationships fosters a sense of unity within the team. Trust and mutual respect enhance

cohesion, leading to better performance.

Options A, B, and D are also essential aspects of team dynamics, but they are more relevant during earlier stages (forming, storming, and norming). For example:

\* Managing Change (Option A): Teams need to learn how to adapt to changes during the forming and storming stages. However, by the performing stage, they should have already adjusted to the team's dynamics.

\* Decision-Making (Option B): While decision-making is critical throughout a team's life cycle, it is not specific to the performing stage. Teams should have established decision-making processes by this point.

\* Identifying Skills (Option D): Assessing team members' skills and knowledge is essential during the forming and norming stages. By the performing stage, this information should already be known.

In summary, clarifying roles and developing working relationships are key factors for successful team performance. It ensures alignment, collaboration, and effective execution of tasks<sup>1</sup>.

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

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

### 質問 # 261

Which of the following techniques is most useful for measuring the test- retest reliability of a survey?

- A. Conduct an organized review of the survey to ensure that it includes everything it should.
- B. Calculate Cronbach's coefficient alpha.
- C. Have the same respondents complete a survey at two different points in time.
- D. Use differently worded items to measure the same attribute.

正解: C

### 質問 # 262

According to Crosby, quality is defined as

- A. conformance to requirements
- B. customer satisfaction
- C. fitness for use
- D. conformance to industry standards

正解: A

解説:

Philip B. Crosby, a renowned quality management expert, emphasized the importance of preventing defects rather than detecting and fixing them later. His philosophy centered around the concept of "doing it right the first time" (DIRFT). Here's a breakdown of his definition of quality:

\* Conformance to Requirements: Crosby believed that quality is about meeting the established requirements. These requirements include both the product's technical specifications and the customer's expectations. When a product or service aligns with these requirements, it achieves quality.

\* Not as Goodness: Crosby's definition focuses on objective criteria rather than subjective judgments.

Quality is not merely about being "good" but about adhering to specific standards.

\* Prevention: Crosby's second absolute emphasizes prevention over appraisal. Rather than inspecting and correcting defects after they occur, organizations should proactively prevent them. Prevention involves robust processes, training, and continuous improvement.

\* Zero Defects: The third absolute states that the performance standard should be zero defects relative to requirements. In other words, organizations should strive for perfection, aiming to eliminate defects entirely.

\* Price of Nonconformance: The fourth absolute highlights that measuring quality involves assessing the cost of nonconformance. This cost includes rework, scrap, customer dissatisfaction, and lost opportunities.

In summary, Crosby's definition of quality emphasizes meeting requirements, preventing defects, and striving for zero defects. It aligns with the principles of Total Quality Management (TQM) and continuous improvement<sup>1,2</sup>.

References: <sup>1</sup> Philip Crosby: The Man Who Said "Quality is Free" <sup>2</sup> Philip B. Crosby - Wikipedia

### 質問 # 263

Which of the following actions would be a violation of the ASQ Code of Ethics?

