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ASQ CMQ-OE Certification Exam Structure and Guidelines

By and large, candidates have the option of sitting for the official exam in person or the computer-delivered test. The paper version is a four-hour exam comprising 165 multiple-choice questions that may be delivered in both English and Mandarin. On the other hand, the duration of the computer-delivered evaluation is 4 hours 18 minutes and it encompasses 180 multiple-choice questions. However, only 165 items will be scored and the remaining 15 will be not. It is also important to note that the computer-delivered exam is only conducted in English. Both versions are open-book exams and therefore candidates are permitted to take reference materials. ASQ does not have a predetermined passing score for the exam. The score varies each time a Body of Knowledge (BoK) is created and is determined through a procedure called “cut score study”, where a group of experts determines the passing score. More so, candidates are charged an exam fee of USD 568 whereas members of ASQ are charged only USD 468. If a candidate fails the exam, he/she can resit for the test at a retake rate of USD 368. All in all, the vendor provides a range of learning materials for candidates to prepare for the actual evaluation. These include study guides, textbooks, sample questions, etc.

ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q58-Q63):

NEW QUESTION # 58

Effective actions taken to improve products and service provided by a sports clothing manufacturer to the distributors of their athletic

products could include:

- I. Conducting a survey of all end users
- II. Collecting and analyzing data on what type and quality of the manufacturer 's products appear to be in demand based on shipments in the past twelve months.
- III. Identifying patterns of sales by product, by geographic location, and by size of distributor.
- IV.

Mutually identifying targets of opportunity beneficial to both manufacturer and distributors, setting improvement objectives, and planning the improvements

- A. II, III, and IV only
- B. II and III only
- C. I, II, III, and IV
- D. I and IV only

Answer: A

NEW QUESTION # 59

A new quality manager just found QUI that the company has been awarded three new contracts for the coming year and the quality department had not been informed of these contracts until now. If there is no policy or procedure in the company manual governing advanced quality planning, the manager should do which of the following?

- A. Attempt to improve communications regarding pending contracts and negotiations
- B. Meet with the other department heads to flowchart an advanced quality planning process
- C. Write a procedure specifying quality department review of new contracts and add it to the company manual
- D. Hire more inspectors and allocate more equipment to cover the new jobs

Answer: A

Explanation:

Based on the data presented in the charts, it is evident that defect type E is prominent in Customer X's QA results but not in ABC's Quality Assurance or Customer Y's QA results. To address this issue, ABC should take a collaborative approach. The most appropriate response is to share the ABC defect data with Customer X and offer to work together to identify and address the root cause of the defect. By doing so, ABC can demonstrate its commitment to quality improvement and actively engage with the customer to find a solution. This approach fosters transparency and collaboration, which are essential for resolving quality-related issues.

References:

* The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition. Sandra L. Furterer and Douglas C. Wood. Published 2021231

NEW QUESTION # 60

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

Answer: D

NEW QUESTION # 61

A Gantt chart is useful for managing which of the following stages of a project?

- A. Final reporting
- B. Justification
- C. Implementation
- D. Budgeting

Answer: A

Explanation:

A Gantt chart is a visual tool that displays project tasks, their durations, and their dependencies over time.

Here's why it is particularly relevant during the implementation stage:

- * Implementation: During project implementation, Gantt charts help:
- * Schedule tasks: Gantt charts show when each task should start and end, allowing project managers to allocate resources effectively.
- * Track progress: By updating the chart as tasks are completed, project teams can monitor progress and identify any delays.
- * Visualize dependencies: Gantt charts reveal task dependencies, ensuring that activities are sequenced correctly.
- * Allocate resources: Project managers can allocate resources (such as personnel, equipment, and materials) based on the chart.
- * Identify critical path: The critical path, which represents the longest sequence of dependent tasks, is crucial during implementation.

Let's briefly consider the other options:

- * A. Final reporting: While Gantt charts can provide an overview of project timelines, they are not specifically designed for final reporting. Reporting typically involves summarizing project outcomes and results.
 - * C. Budgeting: Gantt charts do not directly address budgeting. However, they indirectly support budget management by showing task durations and resource allocation.
 - * D. Justification: Gantt charts are not directly related to project justification. Justification typically occurs before project initiation.
- In summary, Gantt charts are most valuable during the implementation phase, helping project teams manage tasks, timelines, and dependencies.

: 1: The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition¹².

NEW QUESTION # 62

Which of the following are considered key processes in managing quality?

- A. Process capability, rework costs, and customer satisfaction
- B. Internal, external, and product audits
- C. Root cause analysis, corrective- action, and preventive action
- **D. Quality control, planning, and improvement**

Answer: D

Explanation:

Quality management involves several key processes that contribute to achieving and maintaining high-quality products and services.

Let's break down the options:

* Quality Control: This process focuses on monitoring and verifying that products or services meet specified requirements. It includes activities such as inspections, testing, and statistical process control.

Quality control ensures that defects are identified and corrected before products reach customers.

* Planning: Effective quality management begins with proper planning. This process involves defining quality objectives, creating quality plans, and allocating resources. Planning ensures that quality goals are aligned with organizational objectives and that the necessary steps are taken to achieve them.

* Improvement: Continuous improvement is essential for maintaining and enhancing quality. This process includes activities such as root cause analysis, corrective action, and preventive action. Organizations strive to identify areas for improvement, address underlying issues, and prevent recurrence of problems.

While the other options (process capability, rework costs, and audits) are relevant aspects of quality management, they are not the primary key processes. Process capability and rework costs relate to performance and cost, respectively, but they are not standalone processes. Audits (internal, external, and product) are important for assessing compliance and identifying opportunities for improvement, but they are specific activities within the broader quality management framework.

Therefore, the key processes in managing quality are quality control, planning, and improvement¹.

References:

* The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition. Sandra L. Furterer And Douglas C. Wood. Hardcover, 720 pages, Published 2021. ASQ Certified Manager Of Quality/Organizational Excellence Handbook².

* ASQ Certified Manager of Quality/Organizational Excellence Body of Knowledge (BoK). ASQ CMQ/OE BoK³.

* ASQ Certification: Manager of Quality/Organizational Excellence ASQ Manager of Quality/Organizational Excellence Certification¹.

NEW QUESTION # 63

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