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ASQ CMQ/OE Questions with correct answers

In selecting among different projects, the time value of money is considered for which of the following reasons?

- I. To perform a cost-benefit analysis
- II. To prioritize investments
- III. To predict cash flow
- IV. To reduce operating costs

- a) I, II, and III only
- b) I, II, III, and IV
- c) III and IV only
- d) I and II only Correct Answer-(D) The time value of money is considered to perform a cost-benefit analysis and prioritize investments.

Q. The best tool for discovering relationships between two groups of ideas is a:

- I. Force field analysis
- II. Matrix diagram
- III. Prioritization matrix

IV. Process Decision Program Chart (PDPC) Correct Answer-(II) A matrix diagram will effectively uncover relationships between two groups of ideas

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- **Certified Manager of Quality/Organizational Excellence Certification Preparation**

This training is delivered in a face-to-face format and targets any candidate who wants to take the ASQ CMQ/OE exam. Overall, this course has a duration of three days. During this period, you will be exposed to different theoretical notions and practical situations that will reinforce the knowledge you have gathered so far for the ASQ CMQ/OE test. At the end of this class, you will also receive all the materials taught during training and also a copy of the fourth edition of the handbook dedicated to the ASQ CMQ/OE exam. You should consider this session as a refresher for the actual test as it doesn't cover all the topics included in the Body of Knowledge of the actual test. So, you should complement it with additional training resources if you want to get the passing score from the first attempt. Finally, the list price for this training is \$1,649. In case you are a member of ASQ, you will pay only \$1,349.

- **ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition**

This handbook has been written by **Sandra L. Furterer and Douglas C. Wood** and published in 2021. You can buy it for \$105 in case you are an ASQ member, or for \$150 if you are a non-member of this organization. This edition has been updated with the latest topics included in the ASQ CMQ/OE Body of Knowledge. Therefore, you will learn about the quality management concepts, terminology, and principles. You will also learn about the benefits that come with its application and the best practices available on the market. Also, the book is well-organized and can serve as a daily guide when you want to gain professional expertise in quality management-related topics. Besides, it includes different examples that have been adapted to the current business environment. So, it will be easier for you to apply the theoretical notions in a real-world situation.

- **Certified Manager of Quality/Organizational Excellence Question Bank**

This material has the ID, which is QBCMQUE2020ASQ, and it is delivered in a virtual format. It includes hundreds of questions that will help you consolidate your knowledge of the tested topics and get used to the exam structure. Thus, you can simulate the test anytime, from the comfort of your home. The target audience for this e-learning material is formed of specialists or practitioners. Once you opt for this question bank, you will have access to the three sets of 165 items each for one year. After each exam simulation, you will receive the results immediately. This way, you will know exactly which areas you need to focus on. As for the prerequisites for this resource, the vendor recommends that the candidates should have experience in quality management. Finally, access to this question bank is possible if you pay a fee of \$119. In case you are a member of ASQ, then you will have to pay just \$109.

ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q199-Q204):

NEW QUESTION # 199

Which of the following steps must be taken to create a successful on-the-job training program?

- A. Identifying appropriate training facilities
- B. Pre-testing the participants
- C. Selling performance objectives
- D. Developing lesson plans

Answer: A,B,D

Explanation:

Creating an effective on-the-job training program involves several critical steps. Let's delve into each one:

* Developing lesson plans:

* Lesson plans outline the training content, objectives, activities, and assessment methods.

* They provide a structured approach to training delivery, ensuring consistency across sessions.

- * Lesson plans help trainers organize their materials and allocate time effectively.
- * By following a well-structured plan, trainers can engage participants and achieve the desired learning outcomes.
- * Identifying appropriate training facilities:
- * The choice of training facilities significantly impacts the training experience.
- * Consider factors such as accessibility, comfort, equipment availability, and safety.
- * Adequate facilities enhance the learning environment and contribute to successful training.
- * Whether it's a physical classroom, a virtual platform, or a combination, the facility should meet the training needs.
- * Pre-testing the participants:
- * Pre-testing assesses participants' existing knowledge and skills related to the training topic.
- * It helps trainers understand the baseline competency level of participants.
- * Based on pre-test results, trainers can customize the training content to address specific gaps.
- * Pre-testing ensures that the training is neither too basic nor too advanced for the audience.

In summary, a successful on-the-job training program involves planning (lesson plans), suitable facilities, and understanding participants' starting points (pre-testing). These steps contribute to effective knowledge transfer and skill development.

References:

- * ASQ Certified Manager of Quality/Organizational Excellence Body of Knowledge (CMQ/OE BoK).
- * ASQ. "Certified Manager of Quality/Organizational Excellence Certification Preparation." 1
- * ASQ. "Manager of Quality/Organizational Excellence Certification CMQ/OE." 2

NEW QUESTION # 200

Complaints have been received regarding a telephone voice-mail system being full and prohibiting new callers from leaving messages.

Which of the following types of teams should be chartered to address the voice-mail issue?

- A. Virtual
- B. Work
- **C. Problem solving**
- D. Management

Answer: C

Explanation:

A problem-solving team would be the most appropriate type to address the issue of a telephone voice-mail system being full. This type of team is typically composed of individuals with relevant knowledge and skills who are brought together to solve specific problems. In this case, the team would analyze the voice-mail system, identify the root causes of the problem, and develop solutions to ensure that new callers can leave messages.

: The ASQ Certified Manager of Quality/Organizational Excellence Body of Knowledge outlines the importance of problem-solving teams in addressing specific operational issues. It emphasizes that a Certified Manager of Quality/Organizational Excellence should facilitate and lead team efforts to establish and monitor customer/supplier relations, support strategic planning and deployment initiatives, and help develop measurement systems to determine organizational improvement, which includes resolving issues such as the one described.

NEW QUESTION # 201

After learning that control charts were not being used in production, the manager of a newly created quality department provided SPC training to everyone in the plant. The manager received many favorable comments about the training in the weeks immediately after the training classes, and a number of departments began creating and using control charts. However, six months later, only the finishing area was using the charts.

If the manager were to survey the plant personnel at this point, which of the following measures of training effectiveness would be likely to receive a positive rating?

- **A. Learning**
- B. Reinforcement
- C. Behavior
- D. Results

Answer: A

NEW QUESTION # 202

Empowerment is best described as the process of

- A. allowing individuals to improve their own processes
- B. creating teams to identify areas of the organization that need improvement
- C. meeting customer needs by restructuring the way the organization works
- D. giving managers and supervisors the authority to make rule changes

Answer: A

Explanation:

Empowerment involves granting individuals the authority and autonomy to take ownership of their work processes and make decisions that directly impact their tasks. It encourages employees to actively participate in improving processes, identifying areas for enhancement, and implementing changes. By empowering individuals, organizations foster a culture of continuous improvement and innovation, leading to better outcomes and increased efficiency¹.

References: 1: ASQ Certified Manager of Quality/Organizational Excellence

NEW QUESTION # 203

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

Answer: D

NEW QUESTION # 204

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