ASQ

CMQ-OE
Manager of Quality/Organizational Excellence

Questions And Answers PDF Format:

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Version = **Product**

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Question: 1

One of the first steps in optimizing the supply chain is to

A. develop a flowchart
B. conduct a cause and effect analysis
C. apply the Dealing wheel
D. create a fault tree analysis

Answer: A

Question: 2

In the Kano model, which of the following best defines an exciter attribute?

A. These attributes can be rated as "important" but they are expected.
B. These are articulated needs, what customers will say they need.
C. These are unexpected but if offered, uener.ne "delight" and surprise the customer
D. Satisfaction increases linearly as these attributes arc more fully delivered

Answer: C

Question: 3

A senior executive invites employees to become members of a team that will help make decisions about which actions to lake before implementing the action selected by the executive. What kind of leadership style is executive using?

A. Nondirective
B. Consultative
C. Results-based
D. Open-door

Answer: B

Question: 4

When a quality manager develops a long-term strategy for quality within an organization, winch of the following is the first step?

A. Establishing benchmarks
B. Developing the quality mission statement
C. Interviewing line personnel
D. Assigning staff to assist in the effort

Answer: B

Question: 5

An organization that liar, similar norms and values across product, unit, or functional boundaries is best described as having which of the following types of culture?

A. Strategic
B. Strong
C. Adaptive
D. Integrated

Answer: D

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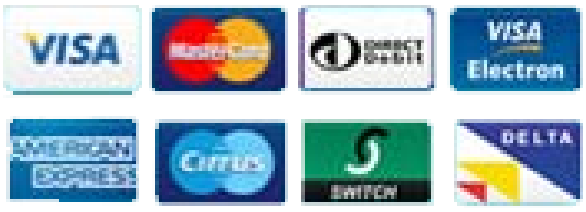
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