ASQ

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Questions And Answers PDF Format:

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Question: 1

Each month, a furniture manufacturer receives several product returns due to defects. In an effort to improve the outgoing product, the company should take which of the following actions?
Response:

A. Establish a quality monitoring team to track the defects.
B. Establish a quality improvement process and implement it across the organization.
C. Increase the number of inspections performed on the final product.
D. Retrain the employees responsible for assembling the furniture.

Answer: B

Question: 2

Which of the following methods is used to reduce excess inventory?
Response:

A. Process capability study
B. DMAIC
C. Just in time
D. Plan, do, check, act

Answer: C

Question: 3

Which of the following best defines employee empowerment?
Response:

A. Expanding the variety of tasks performed by an employee.
B. Employees have the authority to make decisions and are given the training and resources needed to do their jobs.
C. Recognizing employees for their work and rewarding them for their accomplishments.
D. Allowing employees the option to develop new skills through cross-training.

Answer: B

Question: 4

Who is responsible for assuring the team objectives are accomplished and communicating team progress to management?
Response:

A. Sponsor or champion
B. Leader
C. Facilitator
D. Team members

Answer: B

Question: 5

The marketing team at ABC Supply has randomly gathered eight external customers to discuss their likes and dislikes of a new product. Which of the following statements best reflects the marketing team's actions?
Response:

A. The marketing team is conducting a focus group to obtain customer feedback.
B. The marketing team is using observation to obtain customer feedback.
C. The marketing team is holding an in-person, one-on-one interview.
D. The marketing team is using a customer council to obtain customer feedback.

Answer: A

Question: 6

When developing a quality plan, who is responsible for properly allocating resources between short-and long-term requirements?
Response:

A. Management
B. Project facilitator
C. Process owners
D. Frontline workers

Answer: A

Question: 7

Capacity Management is responsible for ensuring the capacity of the IT Infrastructure matches the evolving demands of the business in the most cost effective and timely manner.
Which of the following is NOT part of this responsibility?
Response:

A. Monitoring performance and throughput of individual IT components
B. Tuning systems to make most effective use of IT resources
C. Purchasing resources for the IT Infrastructure
D. Influencing customer behaviour to optimise the use of IT resources

Answer: C

Question: 8

Which of the following quality tools can be used to find and organize the causes of variation and identify possible relationships between them?
Response:

A. Scatter diagram
B. Ishikawa diagram
C. Histogram
D. Pareto analysis

Answer: B

Question: 9

What is an important function of the team facilitator?
Response:

A. Teach the team statistical tools and techniques.
B. Lead the team meetings and help the team come to correct decisions.
C. Focus on how decisions are made rather than what decisions are made.
D. Keep the team sponsors updated on the progress of the team.

Answer: C

Question: 10

A company wanted to develop a mission statement and assembled a cross-functional team for that purpose. The team brainstormed ideas for what should be included in a mission statement and came up with more than 100 ideas.

What tool could the team facilitator use to help turn all those ideas into usable information?
Response:

A. Cause and effect diagram
B. Histogram
C. Checklist
D. Affinity diagram

Answer: D

Question: 11

Which stage of an audit includes the gathering, evaluation, and verification of information?
Response:

A. Performance stage
B. Initiation stage
C. Completion stage
D. Reporting stage

Answer: A

Question: 12

Which group would be the most appropriate team for addressing a drop in customer satisfaction metrics?
Response:

A. A group of customers who have had problems.
B. An ad-hoc group from all functions involved with order delivery.
C. A group of customer contact employees from all functions.
D. A management group assembled based on internal processes.

Answer: C

Question: 13

When conducting quality improvement projects a bulk of the measurable gains come from which of the following?
Response:

A. A minority of projects.
B. A single project.
C. A mix of large and small projects.
D. Numerous small projects.

Answer: A

Question: 14

Quality best benefits the employees involved in producing high-quality products and services by:
Response:

A. obtaining third-party certification for their quality management system.
B. establishing quality incentive programs.
C. implementing a program to reduce chronic waste.
D. strengthening the security of their position.

Answer: D

Question: 15

Who must always authorise a Request for Change before the change is built and tested?
Response:

A. The Configuration Manager
B. The Change Initiator
C. The Change Manager
D. Release Management

Answer: C

Question: 16

Which of the following metrics would you most associate with the Service Desk?
Response:

A. The number of high priority incidents occurring
B. The support team which resolves the greatest number of problems

C. The number of problems solved in a day

D. The mean time between failure

Answer: A

Question: 17

Which customer feedback method collects data that is used to analyze the customer's purchasing decision?

Response:

A. Complaints

B. Product warranty registration cards

C. Lost customer analysis

D. Customer purchase order

Answer: B

Question: 18

A team is faced with a clear need to rapidly improve a production process and upper management has challenged the team to come up with a workable solution within a 48-hour timeframe. Which of the following concepts would be best applied to this situation?

Response:

A. Plan, do, check, act (PDCA) cycle

B. Kaizen-blitz

C. Poka-yoke

D. Trend analysis

Answer: B

Question: 19

Which factor is most important when determining team size?

Response:

A. The number of communication channels available.

B. The complexity of the task that the team has to perform.

C. The degree of urgency for the outcomes of the team's efforts.

D. The expected duration of the team's work.

Question: 20

A team champion can be described as:
Response:

A. a consultant working with the team.
B. the most skilled individual on the team.
C. a member selected by a team vote.
D. a member of management.