



CMQ-OE^{Q&As}

Certified Manager of Quality/Organizational Excellence Exam

Pass ASQ CMQ-OE Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/cmq-oe.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by ASQ Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

The key objective of analyzing a company's strengths, weaknesses, opportunities, and threats (SWOT) is to:

- A. provide a vision for developing cross-industry marketing efforts
- B. identify production processes that need to be improved to remain competitive in the marketplace
- C. assess the company's needs in the design of a comprehensive human resources training plan
- D. develop data-driven knowledge that will guide the company's future success

Correct Answer: D

QUESTION 2

A hospital has hired a quality manager as a consultant to assist in bringing continuous quality improvement practices into its organization. In this situation, the quality manager should initially meet with

- A. nursing staff representatives to schedule future training logistics
- B. the board of directors to discuss the applicability of an industrial model
- C. physicians to flowchart the diagnostic process
- D. hospital administrators to plan an initial systems evaluation

Correct Answer: D

QUESTION 3

If a company hires a training manager to convert its current train-as-needed model to a more proactive approach to training, which of the following steps should the manager take first?

- A. Survey the employees to determine what training they have already received
- B. Present a list of training objectives to top management for approval
- C. Identify training objectives that support elements of the company's business plan
- D. Evaluate the existing training staff in terms of experience and ability

Correct Answer: C

QUESTION 4

A shop floor technician has recorded the following data:

Machine 1 has an average of 12.6 inches for 10 samples.



Machine 2 has an average of 12.5 inches for 20 samples.

The samples taken from these two machines can be compared in which of the following ways, if any?

- A. They are statistically the same parts.
- B. They are statistically different parts.
- C. They cannot be compared because they have used different sample sizes.
- D. They cannot be compared without knowing the standard deviations of the samples.

Correct Answer: C

QUESTION 5

To create a positive organizational culture, which of the following factors needs to be modeled and reinforced from top management down?

- A. Core values
- B. Profitability targets
- C. Change management
- D. Diversity

Correct Answer: A

QUESTION 6

Which of the following sets of elements represents the four levels of training evaluation?

- A. Pre-training, end-of-training, post-training, on-the-job
- B. Pre-hire, 6-months, 12 months, 30 months
- C. Reaction, learning, behavior, results
- D. Cognition, comprehension, competency, communication

Correct Answer: C

QUESTION 7

A new process improvement team has just flowcharted how a process currently works. The value to the team is to:

- A. Document and retain records demonstrating how work activities were performed at a specific moment in time.
- B. Gain consensus on how information and materials currently flow through the organization.



- C. Validate baseline performance data collected before a change is implemented.
- D. Assess the level of compliance against a quality standard.

Correct Answer: B

QUESTION 8

Which of the following aspects is important to a successful strategic planning process?

- A. Individual departments having their own set of goals
- B. Removing the flexibility of the planning process
- C. Separating planning from the management process
- D. Involving personnel from all levels of the organization

Correct Answer: D

QUESTION 9

The most common reason that companywide quality training programs fail is because the

- A. participants\' baseline skills are too diverse
- B. language and concepts are too complex
- C. participation by various functional departments is lacking
- D. support of management is lacking

Correct Answer: D

QUESTION 10

The primary purpose of establishing a timetable for achieving strategic objectives is to

- A. allow area leaders to exercise their professional judgment regarding when to implement the strategic plan
- B. ensure that the objectives are linked to departmental goals
- C. establish authority and accountability for each objective
- D. compare actual progress against expected progress

Correct Answer: C



QUESTION 11

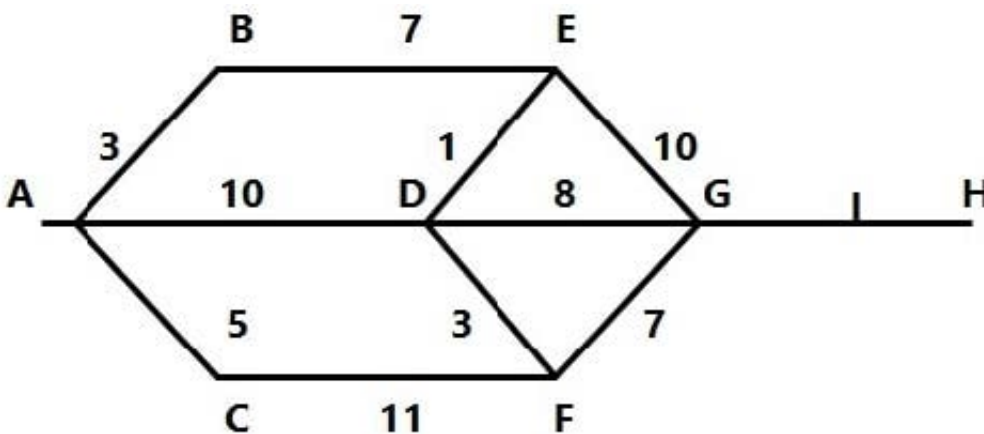
Which of the following methods can help a company identify the "vital few" when managing multiple customer demands?

- A. Six sigma
- B. The 80/20 rule
- C. Market segmentation
- D. Total quality management

Correct Answer: B

QUESTION 12

The chart below indicates the time to complete tasks, in weeks. Select the path for the maximum estimated number of weeks it will take to complete the project.



- A. A, D, G, H
- B. A, B, E, G, H
- C. A, D, E, G, H
- D. A, C, F, G, H

Correct Answer: D

QUESTION 13

In a customer-driven company, one of the key roles of the sales function should be to:

- A. develop design ideas for new products
- B. help resolve customer complaints



- C. support long-term customer retention efforts
- D. introduce new customers to executive management

Correct Answer: C

QUESTION 14

Which of the following is not usually a role of a manager?

- A. Selects people to fill job vacancies
- B. Mentors a potential candidate for management
- C. Determines the legality of a supplier?artnership agreement
- D. Organizes the work to be done

Correct Answer: C

QUESTION 15

Ace Blood Testing ships its product from its lab to XYZ Hospital. The hospital needs the samples within one hour for testing, however, the product is often late. Ace has decided to use a Six Sigma Project to improve its delivery performance. The six sigma team is given the following data set, which shows the on-time delivery performance versus late or missed performance.

	Mon	Tue	Wed	Thu	Fri	Sat
Week 1	1	0	0	1	1	1
Week 2	1	0	0	0	0	0
Week 3	0	0	1	1	1	0
Week 4	1	1	0	0	0	1

1 = One time delivery 0 = Late or missed delivery

After an investigation, the six sigma team discovered that, on the days the transit times were greater than 20 hours, the trucks were required to stop at a weigh station midway through the trip. The trucks were often found to be overweight by as little as 50 to 150 pounds. In these instances, the excess product had to be off-loaded to another truck. The team decided to institute a fill-and-weigh process at the main plant to ensure accurate weights prior to shipment.

This change in requirements is an example of what aspect of the six sigma methodology?

- A. Measure
- B. Gage RandR
- C. Control
- D. Takt time



Correct Answer: B

[Latest CMQ-OE Dumps](#)

[CMQ-OE VCE Dumps](#)

[CMQ-OE Exam Questions](#)