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ASQ CMQ-OE

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QUESTION NO: 1

From the following pairs, select the most critical factors relating to training:

- A. Support is derived from the strategic plan and the personal commitment and involvement of top management.
- B. Top management commitment and employee acceptance of the need for training.
- C. What training is needed and when.
- D. Who will deliver training and to whom.

ANSWER: A**QUESTION NO: 2**

Many executives believe now believe that decisions should be made by those people with the best information to make decisions, regardless of their level in the organization. More decentralization might be needed under one or more of the following conditions:

- A. The environment is complex or uncertain
- B. Lower level managers are capable and experienced at making decisions
- C. Decisions are relatively minor
- D. None of these

ANSWER: A B C**QUESTION NO: 3**

Which of the following is the most appropriate sequence of events for administering a customer satisfaction survey, from beginning to end? I. Prepare the survey instrument. II. Administer the survey.

III. Report the results.

IV. Identify survey objectives.V. Analyze the data.

VI. Organize the data.

A. I, VI, IV, II, V, III

B. I, II, V, VI, III, IV

C. IV, I, II, VI, V, III

D. VI, I, II, V, IV, III

ANSWER: C

QUESTION NO: 4

All but one of the following relates to how adults learn. Which one?

- A. Adults have learned to do what they are told to do, and therefore learn what they are told to learn.
- B. Adults need to know why they should learn something and have a need to self-direct their learning.
- C. Adults sense that it is time to learn when they experience a need to know or to be able to perform more satisfactorily.
- D. Adults are preconditioned before entering a learning situation, which affects their responsiveness to the learning experience — relative to both the process and the content.

ANSWER: A

QUESTION NO: 5

Today, many organizations have reduced the number of managerial positions through restructuring while increasing the spans of control. The optimum span of control is increasingly determined by issues such as:

- A. Amount of employees training and experience
- B. Strength of organization's culture
- C. Available resources
- D. Complexity of hierarchy

ANSWER: A B C

QUESTION NO: 6

McGregor's theory of X-style management is the perception that people need to:

- A. seek responsibility
- B. be pushed to work
- C. have social needs met
- D. have imagination and creativity

ANSWER: B**Explanation:**Reference: https://www.mindtools.com/pages/article/newLDR_74.htm**QUESTION NO: 7**

In the development of a consumer appliance product survey which of the following data would likely aid the process? I. An analysis of customer complaints received

II. Satisfaction data from a customer focus group

III. Number of product defects detected prior to shipments IV. Warranty registration data

A. I only

B. I, II, III, and IV

C. I and II only

D. I, II, and IV only

ANSWER: A**QUESTION NO: 8**

Which of the following elements would be expected to be included in a good project plan?

I. Cost–benefit analysis

II. Timetable for completion

III. Description of required resources

IV. Statement of project deliverables

A. I and II only

B. II and III only

C. I, III, and IV only

D. I, II, III, and IV

E. Cost–benefit analysis

II. Timetable for completion

III. Description of required resources

IV. Statement of project deliverables

ANSWER: D

QUESTION NO: 9

Which of the following is true?

- A. Benchmarking should be an ongoing process contributing to continual improvement
- B. Six Sigma methodology is only applicable to large problems causing variation in manufactured product
- C. A kaizen event is held in celebration of a significant process improvement
- D. The concepts of TQM are passé

ANSWER: A

QUESTION NO: 10

The new project manager for a company's ISO 9000 recertification effort is not getting cooperation from a majority of department heads. This situation is most commonly caused by:

- A. a lack of publicity about the project
- B. a lack of ISO 9000 training for department heads
- C. a lack of support from top management
- D. too great a workload in the individual departments

ANSWER: C