

ASQ

Exam CQE

Certified Quality Engineer

Version: 5.0

[Total Questions: 160]

Question No : 1

What are the major disadvantages of having an improvement team that is too large?

- . Difficulty in having constructive input from the entire group.
- . Difficulty in arriving at consensus.
- . Difficulty in finding large meeting facilities.
- . Difficulty, on the part of the recorder, in keeping up with more paperwork.

- A. I only
- B. I and II only
- C. I, II and III only
- D. I, II, III and IV

Answer: B

Question No : 2

Which of the following is NOT considered a prevention cost?

- A. Writing operating procedures.
- B. Training.
- C. Data acquisition and analysis.
- D. Calibrating test equipment.

Answer: D

Question No : 3

An improvement in quality costs is MOST clearly indicated when:

- A. Appraisal and failure costs drop.
- B. Prevention costs increase.
- C. Total quality costs fall below 15% of total sales.
- D. Management objectives are met.

Answer: D

Question No : 4

During the building phase of improvement team development, which of the following properly describes team activities?

- . The team leader is usually directive.
- . The team leader often delegates tasks.
- . Team members prioritize and perform duties.
- . Team members are uncertain of their duties.

- A. II and III only
- B. I, II and III only
- C. I and IV only
- D. II, III and IV only

Answer: C

Question No : 5

Benchmarking might be defined as any of the following EXCEPT:

- A. A process for rigorously measuring your performance versus the best-in-class companies.
- B. A standard of excellence or achievement against which other similar things must be measured or judged.
- C. Comparing the performance of one company to a set of standards and then to another's performance.
- D. The search for best industry practices that lead to superior performance.

Answer: C

Question No : 6

Which of the following is the BEST method to developing materials for a training program on the gaps in performance?

- A. Secure a workshop trainer.
- B. Review a record of activities.
- C. Set up a one shot case study.
- D. Allocate employees for training.

Answer: B

Question No : 7

In most cases, an improvement team facilitator will NOT normally:

- A. Be familiar with problem solving techniques.
- B. Provide feedback to the group.
- C. Function as the group leader.
- D. Summarize key ideas generated by the group.

Answer: C

Question No : 8

The ideal results of a quality training effort would NOT include which of the following?

- A. Increased cost-of-quality results.
- B. Improved working methods and morale.
- C. Increased productivity and job satisfaction.
- D. Reduced defects and employee turn-over.

Answer: A

Question No : 9

Information that is received by upper management, is often distorted. Which of the following actions is effective in countering this problem?

- . Stop killing the messenger.
- . Establishing an open door policy.
- . Practice management by walking around.

- A. Ionly
- B. IandIIonly
- C. IandIIIonly
- D. I,IIandIII

Answer: D

Question No : 10

Which of the following quality gurus was very critical of merit-pay and individual bonuses?
He discouraged management by objectives and the ranking of employees by performance.

- A. Dr. Juran
- B. Dr. Deming
- C. Dr. Taguchi
- D. Dr. Feigenbaum

Answer: B

Question No : 11

In order to implement a continuous improvement strategy, a company may institute a steering committee or improvement council. Which of the following would generally NOT be a task performed by this council?

- A. The development of a quality vision for the company.
- B. The combined development and implementation of the company improvement strategy.
- C. The definition of certain quality objectives for sections of the company.
- D. The development of quality education and communication modules for the organization.

Answer: A

Question No : 12

A company is planning to completely change its employee performance, appraisal and reward system. Which of the following is NOT viable for consideration in the new system?

- A. Integrating subordinate, peer, customer, and self-evaluations with supervisory ratings.
- B. Using continuous improvement, quality and customer satisfaction as key criteria.
- C. Requiring work team or group evaluations that are equal in emphasis to individual evaluations.
- D. Requiring less frequent performance reviews, but utilizing many rating categories.

Answer: D

Question No : 13

Any group, designing a quality information system (QIS) to collect product data, must consider which of the following items?

- . How the results will be used.
- . The frequency that results must be reported.
- . The allowable data error variation.

- A. I only
- B. I and II only
- C. I and III only
- D. I, II and III

Answer: D

Question No : 14

Which of the following are likely to be positive actions in obtaining a supplier's commitment to quality improvement?

- . Involving the supplier early in the product development stage.
- . Partially reimbursing the supplier, when the product is rejected.

- . Establishing a firm schedule of required product quantities and dates.
- . Providing meaningful and timely quality performance feedback.

- A. I and IV only
- B. I, II and IV only
- C. I, III and IV only
- D. I, II, III and IV

Answer: C

Question No : 15

A pre-award evaluation of a supplier's quality system capability should NOT include consideration of

- A. The supplier's product-quality history.
- B. The supplier's geographical location.
- C. The supplier's implementation of quality manual procedures.
- D. The supplier's skills in quality control techniques.

Answer: B

Question No : 16

For TQM success, what structure sequence should be followed?

- . Develop a quality policy.
- . Establish a quality council.
- . Establish strategic quality goals.
- . Train for internal audits.

- A. II, III, I, IV
- B. II, I, III, IV
- C. III, II, I, IV
- D. I, II, III, IV

Answer: B

Question No : 17

What is the highest form of partnering with employees?

- A. Employee involvement.
- B. Task teams.
- C. Cost reduction projects.
- D. Stock option plans.

Answer: A

Question No : 18

A product failure in the customer's hands is bad for the company. Why do only 4% of the customers normally file a complaint?

- A. The product guarantee takes care of the product.
- B. A warranty is in place on the product.
- C. It is a minor inconvenience.
- D. They don't think it will do any good.

Answer: D

Question No : 19

The Malcolm Baldrige award is open for competition among which of the following?

- . Large manufacturing businesses.
- . Large and small manufacturing businesses.
- . Service organizations.
- . Large service companies.

- A. I only
- B. I and III only
- C. II and III only
- D. II and IV only

Answer: C

Question No : 20

Which of the following is NOT a method for customer service data collection?

- A. Customer surveys.
- B. Internal surveys.
- C. Customer visits.
- D. Complaint analysis.

Answer: B

Question No : 21

What is the key ranking difference between the Deming philosophy and the Malcolm Baldrige award criteria?

- A. Deming prescribes "all or nothing" propositions but MBNQA ranks categories with different weights.
- B. The MBNQA ranks "business results" and "customer focus", but Deming does not consider these items.
- C. The MBNQA has seven categories compared to Deming's 14 points.
- D. There is no recognized rating system for the MBNQA.

Answer: A

Question No : 22

A vendor may be audited both before and during the execution of a contract. During such a vendor audit, the focus may be directed at the management and resource management of the company. Which of the following areas would be EXCLUDED during such an audit?

- A. Use and planning of time, manpower and training.
- B. Defined quality responsibilities.
- C. Company philosophy and organizational charts.
- D. Design and process capabilities.

Answer: D

Question No : 23

In obtaining Total Customer Satisfaction, management should NOT undertake which of the following activities?

- A. Use employee involvement and teamwork.
- B. Encourage team competition.
- C. Encourage sacrificing for the team.
- D. Coordinate efforts of the departments.

Answer: B

Question No : 24

Normally, complaint data for both a product or service organization should provide

- A. An indication of the organizational areas creating the most problems.
- B. The degree or extent of customers dissatisfaction.
- C. The appropriate corrective action to take.
- D. The total quality costs for the organization.

Answer: B

Question No : 25

The existence of a quality control manual at your key supplier means

- A. That a quality system has been developed.
- B. That a quality system has been implemented.
- C. That the firm is quality conscious.