



Certified Manager of Quality/ Organizational Excellence

The Global Voice of Quality™

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100 Q&A

**Exam
Practice
from CMQ/OE
8 Topics**

(Easy & Simple)

**Supply Chain
Management, Training &
Development** (+ Basic Categories)



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Question 21:

Which of the following quality methods is used to analyze customer satisfaction data?

- ☐ KJ method
- ☐ Juran trilogy
- ☐ Ishikawa diagram
- ☒ Kano model (Correct)

Question 22:

Which of the following is a proactive method for obtaining customer feedback?

- ☐ Toll-free call centers
- ☐ Warranty systems

Question 44:

Which of the following is a primary reason to assist suppliers with improving their products and services?

- ☐ Defective material from suppliers can cause delays or require additional efforts to maintain the schedule.
- ☒ Material and services from suppliers can substantially impact the quality of the product, customer satisfaction, and profitability (Correct)
- ☐ Late material from suppliers can cause delays or require additional efforts to maintain the schedule.
- ☐ Poor services from suppliers can impact customer satisfaction.

Question 45:

Which of the following assessments is used to evaluate a supplier's financial state as well as



process of importance or complexity should have:

- ☒ A written documented procedure (Correct)
- ☐ An established measurement of nonconforming product
- ☐ A method of achieving corrective action
- ☐ A connection to the organization's mission statement

Question 72:

A process flow chart is ideal for:

- ☒ Displaying both work and information (Correct)
- ☐ Determining when parts are defective

Question 98:

A "failure to meet the specified requirement, supported by evidence" is best described as

- ☒ **Discrepancy (Correct)**
- ☐ Rework
- ☐ Characteristic
- ☐ Deviation

Question 99:



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