

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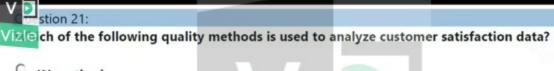
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- C KJ method
- Juran trilogy
- C Ishikawa diagram
- C Kano model (Correct)

Question 22:

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

- Toll-free call centers
- Warranty systems



vizion 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

V	stion 71:
Vizle	process of importance or complexity should have:
0	A written documented procedure (Correct)
C	An established measurement of nonconforming product
0	A method of achieving corrective action
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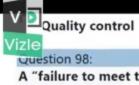
A connection to the organization's mission statement

Question 72:

A process flow chart is ideal for:

Displaying both work and information (Correct)

Determining when parts are defective



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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