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QUESTION & ANSWER



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Exam : **CQE**

Title : Certified Quality Engineer

Version : Demo

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. Ionly
- B. IandIIonly
- C. I,IIandIIIonly
- D. I, II,IIIandIV

Answer: B

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

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

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. IIandIIIonly
- B. I,IIandIIIonly
- C. IandIV only
- D. II,IIIandIV only

Answer: C

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 orjudged.
- C. Comparing the performance of one company to a set of standards and then to another'sperformance.
- D. The search for best industry practices that lead to superior performance.

Answer: C

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

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

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

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

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

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

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

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. IIonly
- B. IandIIonly
- C. IIandIIIonly
- D. I,IIandIII

Answer: D

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. IandIVonly
- B. I,IIandIVonly
- C. I,IIIandIVonly
- D. I,II,IIIandIV

Answer: C

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

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

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

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

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 andIIIonly
- C. IIandIIIonly
- D. IIandIVonly

Answer: C

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