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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