



Vendor: ASQ

Exam Code: CQE

Exam Name: Quality Engineer Exam

Version: DEMO

QUESTION 1

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 2

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 3

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.
- D. That the firm is a certified supplier.

Answer: A

QUESTION 4

A quality control program is considered to be

- A. A collection of quality control procedures and guidelines.
- B. A step by step listing of all quality control check points.
- C. A summary of company quality control policies.
- D. A system of activities to provide quality of products and service.

Answer: D

QUESTION 5

An audit will be viewed as a constructive service to the function which is audited when it

- A. Is conducted by nontechnical auditors.
- B. Proposes corrective action for each item uncovered.
- C. Furnishes enough detailed facts so the necessary action can be determined.
- D. Is general enough to permit managerial intervention.

Answer: C

QUESTION 6

The term "quality audit" can refer to the appraisal of the quality system of . An entire plant or company.

- . One product.
- . One major quality activity.

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

Answer: B

QUESTION 7

Which of the following items is the MOST important consideration when selecting an audit team member?

- A. Being familiar with the organization that will be audited.
- B. Being competent in auditing techniques.
- C. Being competent in many quality control techniques.
- D. Having technical knowledge of the area being audited.

Answer: B

QUESTION 8

You are requested by top management to establish an audit program of the quality systems in each branch plant of your firm. Which of the following schemes would you use in selecting the audit team to optimize continuity, direction, availability, and technology transfer?

- A. A full time audit staff.
- B. All volunteer audit staff.
- C. Hybrid audit staff (a proportion of answers a and b above).
- D. An outside consulting firm.

Answer: C

QUESTION 9

Which of the following would be considered the WEAKEST reason to initiate an audit?

- A. To compare actual practice to a defined standard.
- B. Follow-up on corrective action.
- C. Identify the root cause of a recent problem.
- D. Verify that a quality system continues to meet requirements.

Answer: C

QUESTION 10

Findings and observations are audit terms. The best relationship between these terms is which of the following?

- A. Observations are broader in scope than findings.
- B. Observations are seen; findings are discovered.
- C. Observations generally support findings.
- D. Findings are reported in writing, observations are reported verbally.

Answer: C

QUESTION 11

Quality audits do NOT provide

- A. Answers to quality system deficiencies.
- B. Highlighting of faulty company operations.
- C. An index of quality needs.
- D. An anticipated indication of customer acceptance of the product.

Answer: A

QUESTION 12

The sample size for a product quality audit should be

- A. Based on ANSI/ASQ Z1.4.
- B. Based on the lot size.
- C. A stated percentage of production.
- D. A very small quantity of product.

Answer: D

QUESTION 13

Which of the following parties, traditionally initiates an audit?

- A. The client.
- B. The plant manager.
- C. The lead auditor.
- D. The auditee.

Answer: A

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