



**Vendor:** ASQ

**Exam Code:** CQE

**Exam Name:** Quality Engineer Exam

**Version:** DEMO

**QUESTION 1**

A vendor may be audited both before and during the execution of a contract. During such a vendor audit, the focus may be directed at the management and resource management of the company. Which of the following areas would be EXCLUDED during such an audit?

- A. Use and planning of time, manpower and training.
- B. Defined quality responsibilities.
- C. Company philosophy and organizational charts.
- D. Design and process capabilities.

**Answer: D**

**QUESTION 2**

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 3**

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 4**

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 5**

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 6**

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 7**

The term "quality audit" can refer to the appraisal of the quality system of

- I. An entire plant or company.
- II. One product.
- III. 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 8**

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 9**

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 10**

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 11**

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 12**

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 13**

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 14**

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**

**QUESTION 15**

During the performance of an audit, which of the following are key considerations?

- I. What sampling plans may be necessary?
- II. Is the audit schedule progressing as planned?
- III. Is there a need for a technical specialist?
- IV. Is the level of compliance satisfactory?

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

**Answer: B**

**QUESTION 16**

When asked to make recommendations on how to correct any deficiencies noted in the exit report, the auditor(s) should

- A. Make the best recommendation possible.
- B. Confer with the client first.
- C. Avoid a recommendation in writing but help the auditee if possible.
- D. Offer no specific advice and few suggestions.

**Answer: D**

**QUESTION 17**

The example of a supplier's quality management effort to meet your existing contractual requirements is MOST like

- I. A product audit.
- II. A process audit.
- III. A system audit.

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

**Answer: B**

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