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**Exam : CMQ-OE**

**Title : Certified Manager of  
Quality/Organizational  
Excellence Exam**

**Version : DEMO**

1. One of the first steps in optimizing the supply chain is to

- A. develop a flowchart
- B. conduct a cause and effect analysis
- C. apply the Dealing wheel
- D. create a fault tree analysis

**Answer: A**

2. In the Kano model, which of the following best defines an exciter attribute?

- A. These attributes can be rated as "important" but they are expected.
- B. These are articulated needs, what customers will say they need.
- C. These are unexpected but if offered, generate "delight" and surprise the customer
- D. Satisfaction increases linearly as these attributes are more fully delivered

**Answer: C**

3. A senior executive invites employees to become members of a team that will help make decisions about which actions to take before implementing the action selected by the executive.

What kind of leadership style is executive using?

- A. Nondirective
- B. Consultative
- C. Results-based
- D. Open-door

**Answer: B**

4. When a quality manager develops a long-term strategy for quality within an organization, which of the following is the first step?

- A. Establishing benchmarks
- B. Developing the quality mission statement
- C. Interviewing line personnel
- D. Assigning staff to assist in the effort

**Answer: B**

5. An organization that has similar norms and values across product, unit, or functional boundaries is best described as having which of the following types of culture?

- A. Strategic
- B. Strong
- C. Adaptive
- D. Integrated

**Answer: D**