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38	A	B	C	D	E
39	A	B	C	D	E

PRACTICE QUESTIONS

American Society For Quality (ASQ)

CQEZH

Certified Quality Engineer

EDITION

Demo

QUESTIONS

9

FORMAT

Limited Edition PDF

Before you begin

What this is

9 practice questions for American Society For Quality (ASQ) CQEZH , each with its answer key and an explanation. Answer a question before you read its key — the explanation is worth more once you have committed.

If something looks wrong

Send us three things and we will check it:

- the exam code, CQEZH
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

QUESTION 1

SINGLE CHOICE

A quality engineer is developing the quality strategic plan for a new product line. According to ASQ CQE principles, the PRIMARY purpose of a quality strategic plan is to:

- ☐ A Document the procedures used by individual operators on the production line.
- ☒ B Establish long-term quality goals and the means to achieve them in alignment with organizational strategy.
- ☐ C Replace the need for a quality manual by capturing all process details.
- ☐ D Provide a daily schedule of quality audits to be performed by the inspection team.

ANSWER B

WHY A quality strategic plan defines long-term quality goals, policies, and the means to achieve them, and must align with the organization's overall strategic direction. Procedures, daily schedules, and replacing the quality manual are not the primary purpose of a strategic plan.

QUESTION 2

SINGLE CHOICE

Which of the following statements BEST distinguishes a quality plan from a quality strategic plan?

- ☐ A A quality plan is long-term and organization-wide, while a quality strategic plan covers a single project.
- ☐ B A quality plan applies only to service industries, while a quality strategic plan applies only to manufacturing.
- ☒ C A quality plan addresses the specific quality activities, resources, and responsibilities for a particular product, project, or contract, while a quality strategic plan addresses long-term, organization-wide quality goals.
- ☐ D There is no real distinction; the two terms are interchangeable in ASQ terminology.

ANSWER C

WHY Per ASQ CQE body of knowledge, a quality plan details the quality practices, resources, activities, and responsibilities for a specific product, project, or contract, while a quality strategic plan establishes long-term, organization-wide quality goals that support overall strategy. The other statements reverse the scope or assert equivalence, which is incorrect.

QUESTION 3

SINGLE CHOICE

A team uses the House of Quality (QFD) to translate customer requirements into design specifications. The matrix that correlates 'Whats' (customer requirements) with 'Hows' (technical responses) in the roof of the House of Quality is called the:

- ☒ **A Relationship matrix**
- ☐ B Interrelationship matrix
- ☐ C Correlation matrix
- ☐ D Correlation roof matrix

ANSWER A

WHY The center matrix that relates customer requirements (Whats) to technical responses (Hows) is known as the relationship matrix. The matrix on the roof that correlates the Hows with each other is the correlation (or 'roof') matrix, and the matrix on the side relating the Whats with each other is the interrelationship matrix.

QUESTION 4

SINGLE CHOICE

On an X-bar and R control chart for a stable process, what percentage of plotted subgroup means should fall within the control limits if the process is in statistical control?

- ☐ A 68.26% (within ± 1 sigma)
- ☐ B 95.44% (within ± 2 sigma)
- ☒ **C 99.73% (within ± 3 sigma)**
- ☐ D 100% (every subgroup mean)

ANSWER C

WHY Control limits are set at ± 3 standard deviations from the process mean, which captures approximately 99.73% of plotted points when the process is in statistical control. The ± 1 and ± 2 sigma percentages correspond to warning/action band thinking, not the control limit definition.

QUESTION 5 SINGLE CHOICE

Which of the following is classified as an APPRAISAL cost in the classic PAF (prevention–appraisal–failure) cost-of-quality model?

- ☐ A Training quality personnel on statistical process control.
- ☐ B Reworking a defective component discovered before shipment.
- ☒ C Inspection of incoming raw materials.
- ☐ D Scrap generated during a production run.

ANSWER C

WHY Appraisal costs are the costs of measuring, evaluating, or auditing products and processes to detect nonconformance — incoming, in-process, and final inspection all qualify. Training is a prevention cost, and reworking or scrapping defective product are internal failure costs.

QUESTION 6 SINGLE CHOICE

A purchasing organization wants to assess and rank potential suppliers using a single weighted-score number. The most appropriate technique from the CQE body of knowledge is:

- ☐ A Failure Mode and Effects Analysis (FMEA)
- ☐ B Acceptance Sampling by Attributes (ANSI/ASQ Z1.4)
- ☒ C Supplier rating (weighted-point) system
- ☐ D Process capability index Cp

ANSWER C

WHY A supplier rating or weighted-point system evaluates suppliers against multiple weighted criteria (price, quality, delivery, etc.) and combines the scores into a single ranking number. FMEA is a risk-analysis tool for product/process, acceptance sampling is an inspection scheme, and Cp is a capability index.

QUESTION 7

MULTIPLE CHOICE

A plant initiates a lean transformation on an assembly line. Which of the following are considered the 'seven classic wastes' (TIMWOODS plus one) addressed by lean? (Choose three.)

- ☒ **A** Transportation
- ☒ **B** Inventory
- ☒ **C** Overproduction
- ☐ **D** Just-in-time delivery

ANSWER A • B • C

WHY The seven wastes of lean, often remembered by the acronym TIMWOODS, are: Transportation, Inventory, Motion, Waiting, Overproduction, Overprocessing, and Defects. Just-in-time delivery is a lean technique used to reduce waste, not a waste itself, so it is a distractor.

QUESTION 8

MULTIPLE CHOICE

A CQE is leading a problem-solving effort after repeated field failures of an electronic assembly. Which of the following tools are correctly classified as root cause analysis / failure analysis techniques? (Choose two.)

- ☒ **A** Fault tree analysis (FTA)
- ☐ **B** Pareto chart
- ☒ **C** 5 Why's analysis
- ☐ **D** Control chart

ANSWER A • C

WHY Fault tree analysis (FTA) and 5 Why's analysis are structured root cause / failure analysis techniques used to identify the underlying cause of a failure. A Pareto chart is a data prioritization tool, and a control chart is a process monitoring tool, so they are not classified as failure analysis techniques.

QUESTION 9

SINGLE CHOICE

According to ASQ CQE guidance on corrective action, which sequence of steps BEST reflects a closed-loop corrective action process?

- ☐ A Define the problem → implement a quick fix → close the CAR
- ☒ B Identify the problem → contain the problem → determine root cause → implement corrective action → verify effectiveness → standardize
- ☐ C Train operators → audit the process → close the CAR
- ☐ D Issue a CAR → assign responsibility → close the CAR

ANSWER B

WHY A closed-loop corrective action process identifies the problem, contains it, determines the root cause, implements corrective action, verifies effectiveness, and standardizes the fix to prevent recurrence. The other options skip root cause identification or verification of effectiveness and therefore cannot close the loop.