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

PRACTICE QUESTIONS

American Society For Quality (ASQ)

QIAEN2

Certified Quality Improvement Associate

EDITION

Demo

QUESTIONS

9

ISSUED

September 3, 2026

Before you begin

What this is

9 practice questions for American Society For Quality (ASQ) **QIAEN2**, 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, **QIAEN2**
- the question number
- the email address on your order

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

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QUESTION 1 SINGLE CHOICE

According to ASQ's quality philosophy, quality is primarily defined as:

- ☐ A Conformance to internally established engineering specifications
- ☒ B The degree to which a product or service meets customer requirements and expectations
- ☐ C The number of defects identified during final inspection
- ☐ D The total cost of producing a product or delivering a service

ANSWER B

WHY ASQ defines quality as the degree to which a product or service meets customer requirements and expectations. Conformance to internal specifications, defect counts, and cost are related measures, but they are not the primary definition.

QUESTION 2 SINGLE CHOICE

In a quality improvement context, which of the following best describes an 'internal customer'?

- ☐ A A person outside the organization who purchases the final product
- ☐ B A supplier who provides raw materials to the organization
- ☒ C A person or department within the organization that receives the output of a process
- ☐ D A regulatory agency that audits the organization's quality system

ANSWER C

WHY An internal customer is anyone inside the organization, typically the next person or department in the process, who relies on the output of your work. External customers are outside the organization, suppliers provide inputs, and regulators are third parties — none define an internal customer.

QUESTION 3 SINGLE CHOICE

A 'process owner' is best defined as the person who:

- ☐ A Has ultimate financial accountability for the organization
- ☒ B Is responsible for defining, managing, and improving a specific end-to-end process
- ☐ C Performs a single task within the process
- ☐ D Audits the process for conformance to standards

ANSWER B

WHY The process owner is accountable for the entire end-to-end process, including its definition, performance, and ongoing improvement. Performing a single task describes an operator, auditing describes an auditor, and financial accountability belongs to executive leadership.

QUESTION 4 MULTIPLE CHOICE

Which of the following quality tools are typically used to identify the potential causes of a problem? (Choose two.)

- ☒ A Flowchart
- ☐ B Check sheet
- ☒ C Cause-and-effect (Ishikawa) diagram
- ☐ D Histogram

ANSWER A - C

WHY A flowchart maps the steps of a process so the team can see where problems may occur, and a cause-and-effect (Ishikawa/fishbone) diagram is specifically designed to brainstorm and organize potential causes of an effect. A check sheet is used to collect data on how often something occurs, and a histogram displays the distribution of that data — neither is primarily a cause-identification tool.

QUESTION 5 SINGLE CHOICE

A Pareto chart is most useful for:

- ☐ A Showing the relationship between two variables
- ☒ B Identifying the vital few causes that account for the majority of the problem
- ☐ C Mapping the sequence of steps in a process
- ☐ D Plotting data over time to detect trends

ANSWER B

WHY Based on the 80/20 principle, a Pareto chart ranks causes or problems in descending order so the team can focus improvement efforts on the vital few. It does not show correlations between variables, sequence steps, or display data over time.

QUESTION 6 SINGLE CHOICE

In the DMAIC methodology, the primary purpose of the 'Define' phase is to:

- ☐ A Implement statistical process controls to hold gains
- ☐ B Pilot and validate selected solutions
- ☒ C Clearly articulate the problem, the customer, and the project scope
- ☐ D Collect baseline data on current process performance

ANSWER C

WHY The Define phase focuses on clarifying the problem statement, identifying the customer and their requirements, and establishing the project scope, goals, and team charter. Implementing controls happens in the Control phase, piloting solutions is the Improve phase, and data collection is the Measure phase.

QUESTION 7

SINGLE CHOICE

The '5 Whys' technique is used primarily to:

- ☐ A Rank potential causes by frequency of occurrence
- ☒ B Drill down from a problem statement to its root cause by repeatedly asking 'why'
- ☐ C Prioritize customer requirements using pairwise comparisons
- ☐ D Verify that a process meets specification limits

ANSWER B

WHY The 5 Whys is an iterative root cause analysis technique in which the team repeatedly asks 'why' about each answer to move from a surface symptom toward the underlying systemic cause. Ranking causes by frequency is done with a Pareto chart, prioritizing requirements is a QFD/AHP activity, and verifying specifications relates to inspection or capability analysis.

QUESTION 8

SINGLE CHOICE

In the Plan-Do-Check-Act (PDCA) cycle, the 'Check' step is intended to:

- ☐ A Implement the improvement on a wide scale
- ☒ B Compare the results of the pilot against the expected outcomes and lessons learned
- ☐ C Identify the problem and develop a plan for change
- ☐ D Standardize the successful change across the organization

ANSWER B

WHY In PDCA, 'Check' is the evaluation step where the team compares actual results from the 'Do' pilot against the plan and expected outcomes, learning what worked and what did not. Implementing at scale is 'Act', identifying the problem and planning is 'Plan', and standardization is part of 'Act' as well.

QUESTION 9

MULTIPLE CHOICE

Which of the following are typical responsibilities of a quality improvement team facilitator? (Choose two.)

- ☒ **A** Take notes and track action items during team meetings
- ☐ **B** Recommend specific technical solutions to the team
- ☒ **C** Keep the team focused on the agreed-upon agenda and objectives
- ☐ **D** Make sure everyone on the team has a chance to contribute

ANSWER A • C

WHY A facilitator is a process helper for the team — capturing notes and action items, keeping the discussion on track, and ensuring all members can contribute. Recommending technical solutions is a subject-matter-expert role, not a facilitator role, because doing so would bias the team's own thinking.