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39	A	B	C	D	E

PRACTICE QUESTIONS

American Society For Quality (ASQ)

QPAEN

Certified Quality Process Analyst

EDITION

Demo

QUESTIONS

9

FORMAT

Limited Edition PDF

Before you begin

What this is

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

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

QUESTION 1

MULTIPLE CHOICE

Which of the following statements correctly describe contributions associated with quality gurus whose work underpins modern quality management? (Choose two.)

- ☒ **A** W. Edwards Deming emphasized the importance of a system of profound knowledge, constancy of purpose, and the Plan-Do-Check-Act cycle as part of transforming organizational leadership.
- ☐ **B** Joseph Juran defined quality primarily as conformance to internal engineering specifications rather than fitness for use.
- ☐ **C** Philip Crosby popularized the concept of 'zero defects' and asserted that the cost of poor quality is the price of conformance.
- ☒ **D** Armand Feigenbaum introduced the concept of Total Quality Control, emphasizing that quality is the responsibility of every department, not just the quality function.

ANSWER A - D

WHY Option A is correct because Deming's system of profound knowledge, constancy of purpose, and his adoption of the Shewhart/PDCA cycle are foundational to his teachings. Option D is correct because Feigenbaum coined Total Quality Control and stressed organization-wide responsibility for quality. Option B is wrong; Juran defined quality as 'fitness for use,' not conformance to internal specs (that is more associated with a different perspective). Option C is wrong; Crosby championed 'zero defects,' but he defined the cost of poor quality (COPQ) as the cost of nonconformance, not the cost of conformance.

QUESTION 2

MULTIPLE CHOICE

A quality team is analyzing customer complaints about a product. The team has collected categories of defects and their frequencies. Which two tools are most appropriate as a starting point to prioritize the defect categories and then to explore the potential root causes within the highest-priority category? (Choose two.)

- ☒ **A** A Pareto chart to rank defect categories by frequency and identify the vital few.
- ☐ **B** A control chart to determine whether the defect process is in statistical control before proceeding.
- ☒ **C** A cause-and-effect (Ishikawa) diagram to brainstorm and organize potential causes of the dominant defect category.
- ☐ **D** A run chart of individual customer order values to look for trends over time.

ANSWER A • C

WHY A Pareto chart is the standard tool to separate the 'vital few' defect categories from the 'trivial many' and prioritize improvement efforts. Once the dominant category is identified, a cause-and-effect (fishbone/Ishikawa) diagram is the classic tool to systematically brainstorm and organize potential causes (the 6 M's: Man, Machine, Material, Method, Measurement, Mother Nature). A control chart (B) evaluates process stability rather than prioritizing complaint categories, and a run chart of order values (D) is unrelated to defect-cause analysis.

QUESTION 3

SINGLE CHOICE

A quality plan is best described as:

- ☐ A A high-level corporate vision document that defines long-term quality aspirations without operational detail.
- ☒ B A document that identifies which quality standards, practices, resources, specifications, and activities are relevant to a specific product, project, or contract.
- ☐ C A legally binding warranty offered to customers regarding product fitness for use.
- ☐ D A statistical report summarizing process capability indices for all key product characteristics.

ANSWER B

WHY Per ASQ's quality planning body of knowledge, a quality plan is a document (or set of documents) that specifies the quality standards, practices, resources, specifications, and activities relevant to a particular product, service, project, or contract. It operationalizes the broader strategic plan. Option A describes a quality policy/vision, not a plan. Option C is a warranty concept. Option D is a capability report.

QUESTION 4

SINGLE CHOICE

A process is operating with an X-bar and R chart using rational subgroups of size 5. After plotting the next subgroup, a single point on the R chart falls above the upper control limit. Which statement is most consistent with this observation?

- ☐ A The process mean has shifted but within-subgroup variation is unchanged.
- ☒ B The within-subgroup variation has increased, indicating a special cause affecting short-term variability.
- ☐ C The chart is incorrectly constructed and must be discarded.
- ☐ D The process is in statistical control but has low capability.

ANSWER B

WHY An R chart monitors within-subgroup variability (range). A point above the upper control limit on the R chart signals that short-term variability has increased—often due to a special cause affecting consistency within subgroups (e.g., a new raw material batch, machine wear, operator change). The X-bar chart is the chart that would show a shift in the process mean. Option A confuses the charts, C is unwarranted, and D is unrelated to a Western Electric rule violation.

QUESTION 5

SINGLE CHOICE

Which of the following activities would most appropriately be classified as an 'appraisal' cost in the cost-of-quality framework?

- ☐ A Training employees on the correct use of a new measurement gauge.
- ☐ B Reworking a defective part discovered during in-process inspection.
- ☒ C Performing scheduled calibration of inspection equipment used in the production line.
- ☐ D Handling a warranty claim from a customer for a defective unit.

ANSWER C

WHY Appraisal costs are costs incurred to detect defects—inspection, testing, and calibration of measurement equipment all fall here. Option A is a prevention cost (training prevents errors). Option B is internal failure (defect found before shipment). Option D is external failure (defect found by the customer).

QUESTION 6

SINGLE CHOICE

In the Six Sigma DMAIC methodology, which phase is primarily focused on identifying the root cause(s) of a problem and verifying that the identified cause is truly the driver of the variation?

- ☐ A Define
- ☐ B Measure
- ☒ C Analyze
- ☐ D Control

ANSWER C

WHY In DMAIC, the Analyze phase is where the team uses tools such as cause-and-effect diagrams, hypothesis testing, regression, and failure-mode analysis to identify and statistically verify root causes. Define scopes the project and customer CTQs, Measure establishes baselines and data collection, and Control sustains improvements.

QUESTION 7

SINGLE CHOICE

A quality analyst reports that the mean diameter of a sample of bearings is 25.04 mm and the standard deviation is 0.02 mm. Which statement best describes the standard deviation in this context?

- ☐ A The value that splits the distribution so that half the data are above and half below.
- ☒ B A measure of the average spread or dispersion of individual diameters around the mean.
- ☐ C The range between the largest and smallest observed diameters in the sample.
- ☐ D The square of the mean of the sample.

ANSWER B

WHY The standard deviation is the most common measure of dispersion (variability) of individual observations about the mean. Option A defines the median. Option C defines the range. Option D is mathematically incorrect and unrelated.

QUESTION 8

SINGLE CHOICE

In a process flowchart, the standard symbol convention used to represent a decision point (where the flow branches based on a yes/no or true/false question) is:

- ☐ A A rectangle.
- ☐ B An oval (rounded rectangle).
- ☒ C A diamond.
- ☐ D A parallelogram.

ANSWER C

WHY In standard flowcharting convention (ANSI/ISO), an oval represents a terminator (start/end), a rectangle represents a process or activity, a parallelogram represents input/output (data), and a diamond represents a decision with two or more exit paths.

QUESTION 9

SINGLE CHOICE

During an internal quality audit, an auditor observes that operators are not consistently following the documented work instruction for a critical assembly step. The auditor documents this as a nonconformance. Which principle of quality auditing best supports the auditor's action of recording objective evidence rather than simply accepting the word of the area supervisor that 'the operators know what they are doing'?

- ☐ **A** Auditors should rely on management's verbal assurances to avoid confrontation.
- ☒ **B** Auditing relies on objective evidence, meaning observations, records, and other verifiable information rather than hearsay or opinion.
- ☐ **C** Auditors should focus only on financial outcomes and ignore process behavior.
- ☐ **D** Audits are performed only to assign blame to individuals.

ANSWER B

WHY One of the foundational principles of quality auditing (per ISO 19011 and ASQ's auditing body of knowledge) is that audit evidence should be objective and verifiable—observations, measurements, and records—rather than opinions or unverified statements. Option A contradicts this principle. Option C limits audits inappropriately. Option D misrepresents the goal of auditing, which is process improvement and conformance, not blame.