

01	☒ A	☐ B	☐ C	☐ D	☐ E
02	☐ A	☐ B	☒ C	☐ D	☐ E
03	☐ A	☒ B	☐ C	☐ D	☐ E
04	☐ A	☐ B	☐ C	☐ D	☒ E
05	☐ A	☒ B	☐ C	☐ D	☐ E
06	☐ A	☐ B	☐ C	☐ D	☒ E
07	☐ A	☒ B	☐ C	☐ D	☐ E
08	☐ A	☐ B	☐ C	☒ D	☐ E
09	☐ A	☐ B	☒ C	☐ D	☐ E
10	☐ A	☐ B	☐ C	☐ D	☒ E
11	☐ A	☐ B	☒ C	☐ D	☐ E
12	☒ A	☐ B	☐ C	☐ D	☐ E
13	☒ A	☐ B	☐ C	☐ D	☐ E

14	☒ A	☐ B	☐ C	☐ D	☐ E
15	☐ A	☐ B	☐ C	☐ D	☒ E
16	☐ A	☐ B	☐ C	☐ D	☒ E
17	☐ A	☒ B	☐ C	☐ D	☐ E
18	☐ A	☐ B	☒ C	☐ D	☐ E
19	☐ A	☐ B	☐ C	☒ D	☐ E
20	☐ A	☐ B	☐ C	☒ D	☐ E
21	☐ A	☐ B	☐ C	☐ D	☒ E
22	☐ A	☐ B	☐ C	☒ D	☐ E
23	☒ A	☐ B	☐ C	☐ D	☐ E
24	☐ A	☐ B	☒ C	☐ D	☐ E
25	☒ A	☐ B	☐ C	☐ D	☐ E
26	☐ A	☐ B	☒ C	☐ D	☐ E

27	☐ A	☐ B	☒ C	☐ D	☐ E
28	☐ A	☐ B	☐ C	☐ D	☒ E
29	☐ A	☒ B	☐ C	☐ D	☐ E
30	☒ A	☐ B	☐ C	☐ D	☐ E
31	☒ A	☐ B	☐ C	☐ D	☐ E
32	☐ A	☐ B	☐ C	☐ D	☒ E
33	☐ A	☐ B	☒ C	☐ D	☐ E
34	☐ A	☐ B	☐ C	☒ D	☐ E
35	☐ A	☐ B	☒ C	☐ D	☐ E
36	☐ A	☐ B	☐ C	☒ D	☐ E
37	☒ A	☐ B	☐ C	☐ D	☐ E
38	☐ A	☐ B	☐ C	☐ D	☒ E
39	☐ A	☐ B	☒ C	☐ D	☐ E

PRACTICE QUESTIONS

American Society For Quality (ASQ)

QPAEN2

Certified Quality Process Analyst

EDITION

Demo

QUESTIONS

9

ISSUED

September 3, 2026

Before you begin

What this is

9 practice questions for American Society For Quality (ASQ) QPAEN2 , 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, QPAEN2
- the question number
- the email address on your order

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

Licence

This file is licensed to one person. Sharing or republishing it, in whole or in part, ends that licence.

QUESTION 1 SINGLE CHOICE

Which of the following best defines 'quality' from a customer-focused perspective?

- ☐ A The degree to which a product conforms to its engineered specifications
- ☐ B The degree to which a set of inherent characteristics fulfills requirements
- ☒ C The degree to which a product or service meets customer needs and expectations
- ☐ D The degree to which a process is capable of producing output within control limits

ANSWER C

WHY While ISO defines quality as the degree to which requirements are fulfilled, a customer-focused view emphasizes meeting (or exceeding) customer needs and expectations. Option A is internal/specification-focused, and option D addresses process capability rather than quality from the customer's view.

QUESTION 2 SINGLE CHOICE

In quality management, which group is considered the primary stakeholder that determines the value of a product or service?

- ☐ A Shareholders and investors
- ☐ B Regulatory agencies
- ☐ C Suppliers and vendors
- ☒ D Customers

ANSWER D

WHY Customers are the primary stakeholders who judge value and ultimately determine whether a product or service meets their needs. While the other groups are important stakeholders, customers drive the definition of quality in a market-oriented organization.

QUESTION 3 SINGLE CHOICE

A cross-functional team composed of members from different departments (such as engineering, manufacturing, and quality) working together on a project is best classified as which type of team?

- ☐ A Self-directed work team
- ☐ B Quality circle
- ☒ C Cross-functional team
- ☐ D Process improvement team

ANSWER C

WHY A cross-functional team is intentionally composed of members from different functional areas of an organization to bring diverse expertise and perspectives to a problem or project. Quality circles typically consist of workers from the same area, and self-directed work teams operate with substantial autonomy over their work processes.

QUESTION 4 SINGLE CHOICE

Which of the following best describes a 'process' in a quality management context?

- ☐ A A set of policies that govern organizational behavior
- ☒ B A set of interrelated or interacting activities that use inputs to produce an intended result
- ☐ C A documented procedure for handling customer complaints
- ☐ D A statistical model that predicts future outcomes from historical data

ANSWER B

WHY In quality management (per ISO 9000), a process is defined as a set of interrelated or interacting activities that transform inputs into outputs (the intended result). Policies and complaint procedures are organizational documents, and statistical models are analytical tools, not processes themselves.

QUESTION 5 SINGLE CHOICE

The 5 Whys technique is most commonly used to:

- ☐ A Generate a list of potential solutions to a problem
- ☒ B Identify the root cause of a problem by repeatedly asking 'why'
- ☐ C Quantify the cost of poor quality for a process
- ☐ D Compare process performance against customer specifications

ANSWER B

WHY The 5 Whys technique is a root cause analysis method where the question 'why' is asked repeatedly (typically five times, though the number varies) until the underlying root cause of a problem is uncovered. It is not used to generate solutions, quantify COPQ, or compare specifications.

QUESTION 6 SINGLE CHOICE

Which control chart is most appropriate for monitoring the number of nonconformities on a printed circuit board when each board may contain multiple defects?

- ☐ A p-chart
- ☒ B c-chart
- ☐ C X-bar and R chart
- ☐ D u-chart

ANSWER B

WHY A c-chart (count chart) is used to monitor the number of nonconformities per unit when the area of opportunity (sample size) is constant. An X-bar and R chart is for variable data, a p-chart is for proportion nonconforming, and a u-chart is for nonconformities per unit when the sample size varies.

QUESTION 7

SINGLE CHOICE

A quality team has implemented a corrective action to address a recurring defect issue and is now collecting data to verify that the action has been effective and is being maintained. According to the PDCA cycle, which phase is the team currently performing?

- ☐ A Plan
- ☐ B Do
- ☐ C Check
- ☒ D Act

ANSWER D

WHY In the PDCA cycle, the 'Act' phase involves implementing the chosen solution, verifying its effectiveness, and standardizing the improvement if successful (or beginning a new cycle if not). Since the team has implemented the action and is now verifying sustained effectiveness, they are in the 'Act' phase.

QUESTION 8

SINGLE CHOICE

Which structured problem-solving methodology uses the phases Define, Measure, Analyze, Improve, and Control?

- ☐ A PDCA cycle
- ☒ B DMAIC
- ☐ C SIPOC analysis
- ☐ D FMEA

ANSWER B

WHY DMAIC (Define, Measure, Analyze, Improve, Control) is the structured methodology used in Six Sigma. PDCA is a four-phase continuous improvement cycle, SIPOC is a process mapping tool, and FMEA is a risk analysis technique.

QUESTION 9

SINGLE CHOICE

According to Joseph Juran's quality trilogy, which of the following are the three primary managerial processes used to manage quality?

- ☐ A Plan, Do, Check, Act
- ☒ B Quality planning, quality control, quality improvement
- ☐ C Define, Measure, Analyze, Improve, Control
- ☐ D Inspect, prevent, assure

ANSWER B

WHY Joseph Juran defined quality management as consisting of three managerial processes: quality planning, quality control, and quality improvement. Option A describes the Deming/Shewhart cycle (PDCA). Option C describes the DMAIC methodology used in Six Sigma. Option D mixes inspection with prevention and assurance but is not Juran's framework.