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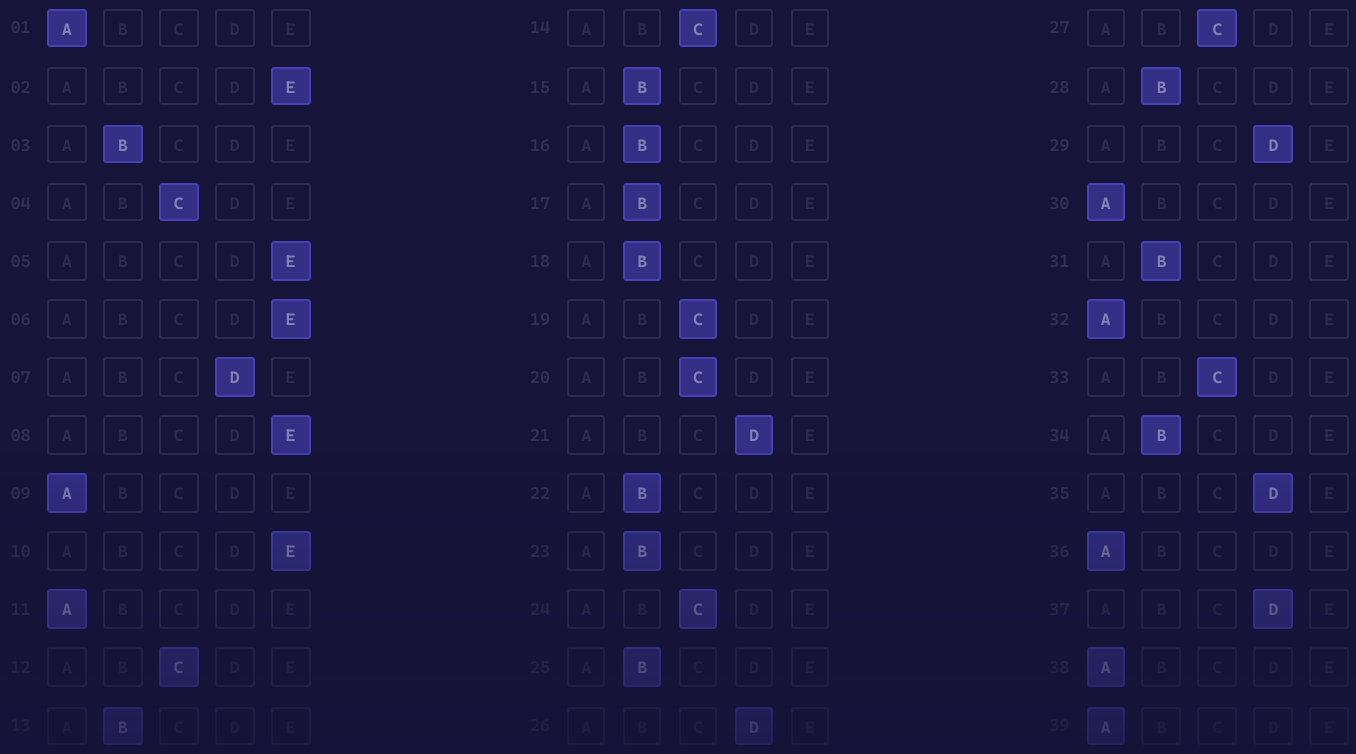

PRACTICE QUESTIONS

American Society For Quality (ASQ)

SQPEN

Certified Supplier Quality Professional

EDITION	QUESTIONS	FORMAT
Demo	9	Limited Edition PDF

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Before you begin

What this is

9 practice questions for American Society For Quality (ASQ) `SQPEN`, 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, `SQPEN`
- 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

A quality professional is preparing to evaluate potential suppliers for a new line of precision-machined components. Which of the following is the MOST important first step in the supplier selection process?

A Issuing a request for quotation (RFQ) to all interested suppliers

B Identifying and documenting the critical-to-quality (CTQ) characteristics that the components must meet

C Conducting on-site audits of each potential supplier's facility

D Negotiating pricing and delivery terms with the preferred suppliers

ANSWER B

WHY The correct answer is B. Before suppliers can be selected or evaluated, the buying organization must first identify the key customer-driven requirements, often expressed as CTQ characteristics. These requirements form the basis for all subsequent supplier evaluation criteria. RFQs (A) and audits (C) come later in the process once requirements have been defined, and pricing/delivery negotiation (D) is a downstream activity that cannot be conducted meaningfully without an established requirement baseline.

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QUESTION 2 SINGLE CHOICE

A supplier's cost-of-quality (COQ) system categorizes costs as prevention, appraisal, internal failure, and external failure. Which combination of COQ categories is most directly impacted when a defective shipment is rejected at incoming inspection before it reaches the production line?

A Prevention and external failure

B Appraisal and internal failure

C Internal failure and external failure

D Prevention and internal failure

ANSWER B

WHY The correct answer is B. When a defect is caught at incoming inspection, the cost of performing that inspection falls into the appraisal category, and the cost of the defective product (scrap, rework, reinspection) detected before it reaches the customer is an internal failure cost. Prevention costs would have been incurred earlier to keep the defect from occurring, and external failure costs occur only after the defect reaches the customer.

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QUESTION 3 SINGLE CHOICE

A supplier is experiencing recurring defects on a stamped part that has multiple forming operations. The supplier's quality team has identified that the variation is coming from several sources along the process flow. Which quality improvement methodology is MOST appropriate to isolate the key input variables that drive the critical-to-quality output?

A Failure Modes and Effects Analysis (FMEA)

B Statistical Process Control (SPC) using control charts

C Design of Experiments (DOE)

D Root cause analysis using the 5 Whys

ANSWER C

WHY The correct answer is C. Design of Experiments (DOE) is the appropriate methodology when the goal is to identify which input variables (X's) most significantly affect a critical output (Y) in a multi-step process. FMEA (A) prioritizes failure modes by risk, control charts (B) monitor whether a process is stable over time, and 5 Whys (D) is a simple linear root cause technique best suited to a single, well-defined problem rather than isolating variables among many sources of variation.

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QUESTION 4 SINGLE CHOICE

A purchasing organization is creating a supplier scorecard that will be used to rate potential and existing suppliers during selection. Which weighting approach most consistently yields the best supplier quality outcomes?

A Assigning heavy weight to price because supplier selection is a purchasing decision

B Assigning heavy weight to on-time delivery because customer service drives revenue

C Assigning weight to criteria that reflect the critical-to-quality characteristics of the purchased product or service

D Assigning equal weight to all criteria so that each supplier area is fairly considered

ANSWER C

WHY The correct answer is C. A supplier scorecard should be weighted so that criteria tied to the CTQ characteristics of the purchased product or service carry the greatest influence. Over-weighting price (A) or delivery alone (B), or weighting everything equally (D), obscures the differences between suppliers on the dimensions that matter most to the end customer and end use of the product.

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QUESTION 5 MULTIPLE CHOICE

A supplier quality engineer is reviewing returned-material data for a purchased assembly. The engineer wants to use graphical analytical tools to display the data. Which of the following are quality tools commonly used for analyzing supplier quality data? (Choose two.)

A **Pareto chart**

B Bill of materials (BOM)

C Fishbone (Ishikawa) diagram

D Purchase order (PO)

E **Histogram**

ANSWER **A** · **E**

WHY The correct answers are A and E. A Pareto chart is used to display categories of defects or failures in descending frequency to highlight the vital few, and a histogram shows the distribution shape of measured data such as a measured dimension. The Bill of materials (B), Purchase order (D), and Fishbone diagram (C) are useful in related activities but a fishbone diagram is a structured cause-and-effect tool, not a graphical data-analysis tool in the same sense, while the BOM and PO are documents rather than analytical tools for quality data.

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QUESTION 6 SINGLE CHOICE

A supplier receives a corrective action request from a customer citing a recurrent nonconformance. Which sequence BEST represents a complete corrective action cycle according to widely accepted supplier corrective action practice?

A **Containment, root cause analysis, corrective action, implementation, verification of effectiveness**

B Containment, implementation, corrective action, root cause analysis, verification of effectiveness

C Root cause analysis, containment, implementation, verification of effectiveness, corrective action

D Verification of effectiveness, containment, root cause analysis, corrective action, implementation

ANSWER **A**

WHY The correct answer is A. The accepted sequence is to first contain the suspect product to prevent further escape (containment), determine why the problem occurred (root cause analysis), define what will be done to eliminate it (corrective action), put the action in place (implementation), and finally check that the action has actually eliminated the recurrence (verification of effectiveness). This is the disciplined flow required by supplier corrective action systems such as those aligned with AS9100 and ISO 9001 expectations.

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QUESTION 7 SINGLE CHOICE

An organization is establishing supplier performance metrics. Which of the following is the PRIMARY purpose of measuring supplier performance on an ongoing basis?

A To rank suppliers so the lowest-performing can be terminated

B To provide objective data that drives continuous improvement and informed sourcing decisions

C To comply with the auditing requirements of the supplier quality standard

D To justify the purchasing department's annual budget

ANSWER B

WHY The correct answer is B. Supplier performance measurement exists primarily to convert qualitative impressions into objective data that can be acted upon to improve supplier processes and to inform make/buy, award, and development decisions. Although termination (A), audit compliance (C), and budget justification (D) may result from such measurement, none of these is the primary purpose; they are downstream consequences of using the data.

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QUESTION 8 SINGLE CHOICE

A supplier quality manager is drafting the strategic plan for the supplier quality function. Which element is essential to align the supplier quality strategy with the organization's overall business strategy?

A A list of every active supplier in the company's approved supplier list

B **A clear link between supplier quality objectives and the organization's strategic objectives (such as customer satisfaction, cost, and growth)**

C The personal development plans of each member of the supplier quality team

D A copy of the purchasing department's standard operating procedures

ANSWER **B**

WHY The correct answer is B. A supplier quality strategy must be tied to the organization's strategic objectives (customer satisfaction, total cost, growth, risk, etc.) so that supplier quality investments and priorities can be defended and measured in business terms. A roster of suppliers (A), individual development plans (C), and procurement SOPs (D) are useful operational artifacts but are not the strategic alignment mechanism itself.

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QUESTION 9 MULTIPLE CHOICE

A supplier quality professional is using ISO 9001 principles when working with suppliers. Which of the following are core ISO 9001 principles that directly support managing supplier quality? (Choose two.)

- **A** **Process approach**
- **B** Mutual benefit with suppliers
- **C** Marketing-driven design
- **D** **Evidence-based decision making**
- **E** Inventory maximization

ANSWER **A** · **D**

WHY The correct answers are A and D. The ISO 9000 family identifies the process approach and evidence-based decision making as two of its seven quality management principles, and both directly support supplier quality work by requiring that supplier processes be managed and decisions be made on objective data. 'Mutual benefit with suppliers' (B) is a principle of ISO 9004 / the broader QMS guidance but is not one of the seven ISO 9001 principles; 'marketing-driven design' (C) and 'inventory maximization' (E) are not ISO principles.

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