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QUESTION 1

Which of the following is a valid null hypothesis?

- A. $p > 1/8$
- B.
- C. The mean of population A is not equal to the mean of population B
- D. $\mu = 110$

Correct Answer: D

QUESTION 2

Writing and establishing process control procedures is

- A. Disposition.
- B. Notification.
- C. Preventive action.
- D. Corrective action.

Correct Answer: C

QUESTION 3

As a commonly used problem solving technique, which of the following would be the BEST application of a Pareto chart?

. To determine when to make proactive adjustments to a process. . To differentiate between major and minor problem areas. . To gather data and to design experimental controlled changes. . To evaluate the results of other problem solving techniques upon the product or service.

- A. I and II only
- B. II and III only
- C. II and IV only
- D. I, II, III and IV

Correct Answer: C

QUESTION 4

An improvement in quality costs is MOST clearly indicated when:

- A. Appraisal and failure costs drop.
- B. Prevention costs increase.
- C. Total quality costs fall below 15% of total sales.
- D. Management objectives are met.

Correct Answer: D

QUESTION 5

A process is turning out end items that have defects of type A or type B or both. If the probability of type A defect is 0.1 and of a type B is 0.2, the probability that an end item will have no defect is

- A. 0.7
- B. 0.30
- C. 0.72
- D. 0.68

Correct Answer: C

QUESTION 6

A normal (Gaussian) distribution curve is

- A. Bell shaped.
- B. Dome shaped.
- C. Pear shaped.
- D. Positively skewed.

Correct Answer: A

QUESTION 7

Of the problem solving categories below, what is the usual sequence?

1.
Select a problem needing improvement.
- 2.

Collect data.

3.

Implement the solution.

4.

Determine if project is appropriate.

5.

Study current procedures.

6.

Determine candidates for data collection.

7.

Analyze data.

8.

Solve the problem.

A. 1, 4, 5, 6, 3, 8, 2, 7

B. 1, 5, 4, 6, 2, 7, 8, 3

C. 1, 5, 6, 2, 4, 8, 7, 3

D. 4, 1, 5, 6, 2, 7, 8, 3

Correct Answer: B

QUESTION 8

Typically Pareto diagrams are used for which of the following reasons?

- . To display the significant few categories.
- . To compliment attribute data charting.
- . To eliminate insignificant categories.
- . To focus attention in priority order.

A. I and III only

B. I, II and III only

C. II, III and IV only

D. I, II, III and IV

Correct Answer: D

QUESTION 9

When using a control chart, a point plotting within the limits on the chart is

- A. The equivalent of type I error.
- B. The equivalent of type II error.
- C. The equivalent of accepting the hypothesis that the process is in control.
- D. The equivalent of not rejecting the hypothesis that the process is in control.

Correct Answer: D

QUESTION 10

Which of the following would be the MOST important considerations when establishing inspection points within a production operation?

. Inspection to prevent defects from entering the system. . Inspection after all operations (both manual and automated). . Inspection prior to a painting or masking operation.

- A. I only
- B. I and II only
- C. I and III only
- D. I, II and III

Correct Answer: C

QUESTION 11

The equation below represents the:

$$f(x) = \frac{1}{\sigma\sqrt{2\pi}} e^{-\frac{(\ln x - \mu)^2}{2\sigma^2}}$$

- A. Lognormal probability density function.
- B. Normal probability density function.
- C. Exponential probability density function.
- D. None of the above.

Correct Answer: D

QUESTION 12

An audit will be viewed as a constructive service to the function which is audited when it

- A. Is conducted by nontechnical auditors.
- B. Proposes corrective action for each item uncovered.
- C. Furnishes enough detailed facts so the necessary action can be determined.
- D. Is general enough to permit managerial intervention.

Correct Answer: C

QUESTION 13

The descriptive name for a fishbone or Ishikawa diagram is which of the following?

- A. Flow charts.
- B. Cause and effect diagrams.
- C. Pareto diagram.
- D. Scatter diagram.

Correct Answer: B

QUESTION 14

Which of the following control charts are more efficient than an X-bar chart at detecting small shifts in the mean?

. CUSUM. . EWQR. . EWMA.

- A. I only
- B. II only
- C. III only
- D. I and III only

Correct Answer: D

QUESTION 15

As the scatter of points about a regression line becomes less, r^2 will

- A. Be unaffected.
- B. Become smaller.
- C. Become larger.
- D. Approach a value of 1.

Correct Answer: D

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