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QUESTION 1

What is the key ranking difference between the Deming philosophy and the Malcolm Baldrige award criteria?

- A. Deming prescribes "all or nothing" propositions but MBNQA ranks categories with different weights.
- B. The MBNQA ranks "business results" and "customer focus", but Deming does not consider these items.
- C. The MBNQA has seven categories compared to Deming's 14 points.
- D. There is no recognized rating system for the MBNQA.

Correct Answer: A

QUESTION 2

The use of 100% inspection normally means

- A. That the final customers will not experience defective product.
- B. That selected characteristics have been evaluated against specified standards.
- C. That there will be an opportunity to rework any product deemed to be outside of specifications.
- D. That the lowest over-all quality costs have been considered.

Correct Answer: B

QUESTION 3

A company is planning to completely change its employee performance, appraisal and reward system. Which of the following is NOT viable for consideration in the new system?

- A. Integrating subordinate, peer, customer, and self-evaluations with supervisory ratings.
- B. Using continuous improvement, quality and customer satisfaction as key criteria.
- C. Requiring work team or group evaluations that are equal in emphasis to individual evaluations.
- D. Requiring less frequent performance reviews, but utilizing many rating categories.

Correct Answer: D

QUESTION 4

Which of the following items is the MOST important consideration when selecting an audit team member?

- A. Being familiar with the organization that will be audited.

- B. Being competent in auditing techniques.
- C. Being competent in many quality control techniques.
- D. Having technical knowledge of the area being audited.

Correct Answer: B

QUESTION 5

A process is in control with a defect rate of 0.2%. A sampling plans calls for 30 items to be selected at random, and for the process to be shut down and corrected if any defects are found. How often will the process be shut down without a change in the defect rate?

- A. 1.22% of the time
- B. 5.83% of the time
- C. 3.91% of the time
- D. None of the above

Correct Answer: B

QUESTION 6

To be effective, a corrective and preventive action system must have

- A. A material review board.
- B. Approved of the QC department.
- C. Top management support.
- D. A method for identifying nonconformities.

Correct Answer: D

QUESTION 7

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

QUESTION 8

A purchase order for subassemblies classified as critical must include a review by

. Quality engineering. . The procurement department. . Design engineering.

A. III only

B. I and III only

C. II and III only

D. I, II and III

Correct Answer: D

QUESTION 9

The hypergeometric distribution should be used instead of the binomial distribution when

A. There are more than 2 outcomes on a single trial.

B. Each trial is independent.

C. Sampling does not involve replacement.

D. There is a fixed number of trials.

Correct Answer: C

QUESTION 10

For TQM success, what structure sequence should be followed?

. Develop a quality policy. . Establish a quality council. . Establish strategic quality goals. . Train for internal audits.

A. II, III, I, IV

B. II, I, III, IV

C. III, II, I, IV

D. I, II, III, IV

Correct Answer: B

QUESTION 11

During the performance of an audit, which of the following are key considerations?

. What sampling plans may be necessary? . Is the audit schedule progressing as planned? . Is there a need for a technical specialist? . Is the level of compliance satisfactory?

A. I,IIandIIIonly

B. IIandIVonly

C. I andIVonly

D. I,II,IIIandIV

Correct Answer: B

QUESTION 12

The Shewhart or Deming cycle is often referred to as

A. The cause and effect diagram.

B. The affinity diagram.

C. Plan-do-check-act.

D. Problem solving flow chart.

Correct Answer: C

QUESTION 13

Which of the following nondestructive testing methods can be used to evaluate sub-surface discontinuities in aluminum bar stock?

. Microwave.

. Magnetic particle.

. Pulse echo.

. Eddy current.

A. I,IIandIVonly

B. I andIIIonly

C. IIIandIVonly

D. I andIVonly

Correct Answer: C

QUESTION 14

Reliability prediction is

- . The process of performance estimation.
- . The process of estimating the probability that a product will perform its intended function for a stated time.
- . The process of telling "how you can get there from here".

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

Correct Answer: B

QUESTION 15

Four ingredients are blended to make a final product. Using the data below, what is the expected weight and variation of the final product? Ingredient A 70 ? 3.00 grams Ingredient B 20 ? 1.73 grams Ingredient C 15 ? 1.73 grams Ingredient D 10 ? 1.00 grams

- A. 115 ? 7.46 grams
- B. 115 ? 5.73 grams
- C. 115 ? 4.00 grams
- D. 115 ? 3.61 grams

Correct Answer: C

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