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CQE
Quality Engineer Exam

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Question: 1

The primary characteristic of risk management is being

A. simple
B. reactive
C. unnatural
D. all-inclusive

Answer: D

Explanation:
Risk management in software quality engineering aims to identify, assess, and mitigate risks that could affect project outcomes. The primary characteristic of effective risk management is that it should be allinclusive.
This means it should encompass all potential risk areas, including technical, project management, resource allocation, and external factors. An all-inclusive approach ensures that no significant risk is overlooked and that comprehensive strategies are in place to manage identified risks
effectively.
Reference:
Software Quality Assurance: Principles and Practice by Nina S. Godbole.
ASQ Software Quality Engineer Handbook.

Question: 2

Short-run SPC should be used in which of the following situations?

A. The coded data being used do not show significant shifts in the process.
B. Regular SPC charts show the process to be out of control.
C. Many different parts are made in small lots.
D. The number of charts currently used needs to be increased to control the process better.

Answer: C

Explanation:
Short-run Statistical Process Control (SPC) is particularly useful in situations where many different parts are made in small lots. This is because traditional SPC methods may not be effective when production runs are short and the volume of data for individual parts is limited. Short-run SPC techniques allow for effective monitoring and control of processes that produce a

variety of parts in small quantities by standardizing and coding data to detect shifts and trends over multiple short runs.
Reference:
Montgomery, D. C. (2009). Introduction to Statistical Quality Control.
ASQ Quality Press: The Certified Quality Engineer Handbook.

Question: 3

Which of the following tools is used to plan for and avoid situations that might interfere with project implementation?

A. Affinity diagram
B. Matrix diagram
C. Interrelationship digraph
D. Process decision program chan

Answer: D

Explanation:
The Process Decision Program Chart (PDPC) is a tool used to anticipate potential problems that could interfere with project implementation and to develop countermeasures to prevent or mitigate those problems. It is a structured method for mapping out every conceivable event and contingency that can occur in the course of a project, thus allowing project managers to plan for and avoid disruptions
effectively.
Reference:
ASQ Quality Press: The Quality Toolbox.
Total Quality Management by Dale H. Besterfield.

Question: 4

Failure to cite the significant contributions of other individuals in a final manuscript for publication violates which category of the ASQ Code of Ethics?

A. Fundamental Principles
B. Relations with the Public
C. Relations with Employers and Clients
D. Relations with Peers

Answer: D

Explanation:
Failing to cite the significant contributions of other individuals in a final manuscript for publication violates the category of "Relations with Peers" in the ASQ Code of Ethics. This

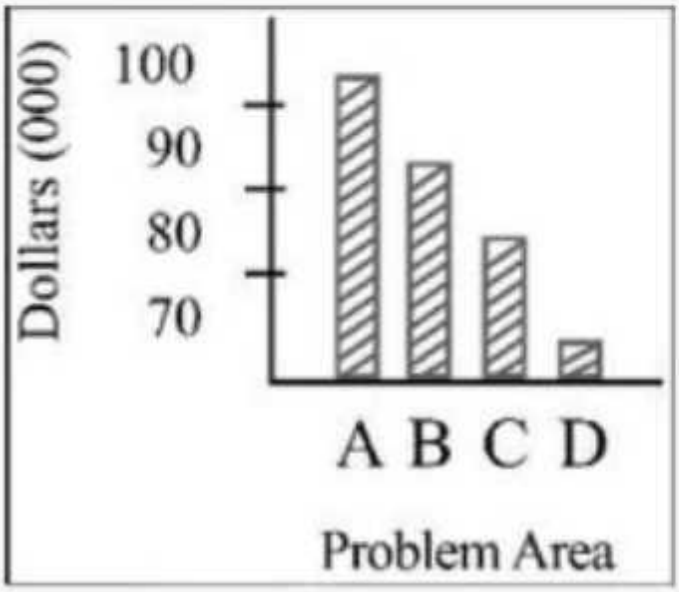
category emphasizes the importance of acknowledging and respecting the contributions of colleagues and collaborators in professional work. Proper citation practices are essential for maintaining professional integrity and fostering a collaborative environment within the professional community.

Reference:
ASQ Code of Ethics.
Professional Ethics in Engineering by Mike W. Martin and Roland Schinzinger.

Question: 5

The following data sets were presented to top management.

Problem Area	$ Savings (000)	Probability of Success
A	100	15%
B	92	30%
C	84	20%
D	72	33%



Which problem area should be targeted for improvement first?

A. A
B. B
C. C
D. D

Answer: B

Explanation:
To determine which problem area should be targeted for improvement first, we need to consider both the dollar savings and the probability of success. Calculating the expected savings (dollar savings multiplied by the probability of success) for each problem area gives us a clear picture:
A: 100,000 * 0.15 = 15,000
B: 92,000 * 0.30 = 27,600
C: 84,000 * 0.20 = 16,800
D: 72,000 * 0.33 = 23,760
Problem Area B has the highest expected savings (27,600), making it the best target for initial improvement efforts based on the given data. Reference:
Quality Management for Organizational Excellence by David L. Goetsch and Stanley Davis.
ASQ Certified Manager of Quality/Organizational Excellence Handbook.

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