

ASQ CERTIFIED QUALITY TECHNICIAN (CQT) PRACTICE EXAM (SAMPLE)

STUDY GUIDE



**SAMPLE STUDY GUIDE
WITH LIMITED QUESTIONS**

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which tool is best for displaying the distribution of data across categories with bars representing frequencies?**
 - A. Histogram
 - B. Flow Chart
 - C. Pareto Diagram
 - D. Fishbone Diagram
- 2. Quality policies are primarily issued by management to:**
 - A. State the position of the company on quality.
 - B. Set daily task instructions
 - C. Determine compensation
 - D. Schedule maintenance
- 3. Assume a box contains 2 red balls and 2 black balls. One black ball has been drawn and not replaced. Without any additional information, what is the probability that the black ball is drawn before both red balls in the next three draws?**
 - A. $1/3$
 - B. $1/2$
 - C. $2/3$
 - D. 1
- 4. A histogram is used primarily to show which aspect of data?**
 - A. Frequency distribution
 - B. Central tendency
 - C. Range
 - D. Scatter relation
- 5. Assume a box contains 2 red balls and 2 black balls. One black ball has been drawn and not replaced. What is the probability that the black ball appears in the middle position?**
 - A. $1/3$
 - B. $2/3$
 - C. 1
 - D. 0

6. A fishbone (Ishikawa) diagram typically categorizes causes into several groups. Which of the following is not a standard category?
- A. People
 - B. Machines
 - C. Marketing
 - D. Environment
7. In consumer products, which metric is most directly associated with customer satisfaction?
- A. Customer Satisfaction
 - B. Manufacturing efficiency
 - C. Supplier response time
 - D. Inventory turnover
8. Assume a box contains 2 red balls and 2 black balls. One black ball has been drawn and not replaced. If X2 and X3 are red, what is the probability that X1 is red?
- A. 0
 - B. 1
 - C. 1/2
 - D. 1/3
9. Which pairing best supports identifying root causes and their categories?
- A. X-bar and Pareto.
 - B. Histograms and check sheets.
 - C. 5 Whys technique and Ishikawa diagram.
 - D. Scatter diagram and run chart.
10. Who created the plan, do, check, and act cycle for process improvement?
- A. Walter Shewhart
 - B. W. Edwards Deming
 - C. Joseph Juran
 - D. Philip Crosby

Answers

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1. A
2. A
3. A
4. A
5. A
6. C
7. A
8. A
9. C
10. A

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Explanations

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1. Which tool is best for displaying the distribution of data across categories with bars representing frequencies?

- A. Histogram**
- B. Flow Chart
- C. Pareto Diagram
- D. Fishbone Diagram

The main idea is to use a tool that shows how data are spread across value ranges by grouping observations into intervals and using bar height to indicate how many observations fall into each interval. A histogram does exactly that: it bins data along the horizontal axis and uses the height of each bar to represent the frequency in each bin. This makes the overall distribution easy to see—where data cluster, how wide the spread is, and whether the distribution is symmetric, skewed, or bimodal. Bars in a histogram typically touch to indicate continuous data, reinforcing the sense of a continuous distribution. The other tools perform different tasks: a flow chart maps steps in a process, a Pareto diagram ranks categories from most to least frequent to highlight the most significant causes or issues, and a fishbone diagram helps explore potential root causes of a problem. So for displaying how data are distributed across categories or value ranges with frequencies, the histogram is the best choice.

2. Quality policies are primarily issued by management to:

- A. State the position of the company on quality.**
- B. Set daily task instructions
- C. Determine compensation
- D. Schedule maintenance

Quality policies express management's commitment and position on quality, setting the direction for the entire quality management system. This formal statement guides decision-making, planning, and resource allocation by establishing what the organization aims to achieve in terms of quality and how it intends to behave to meet those goals. It's broad and strategic, not about how to perform individual tasks. Daily instructions live in procedures or work instructions, not in the policy itself; compensation decisions belong to HR policies, and maintenance scheduling is an operational activity. So the policy communicates the company's stance on quality and provides a framework for pursuing continual improvement.

3. Assume a box contains 2 red balls and 2 black balls. One black ball has been drawn and not replaced. Without any additional information, what is the probability that the black ball is drawn before both red balls in the next three draws?

- A. 1/3**
- B. 1/2
- C. 2/3
- D. 1

Think about drawing without replacement. After the initial black ball is taken out, the box has two red and one black. To have the black ball appear before both red balls in the next three draws, it must be drawn first among those three. The black ball's position in the next three draws is equally likely to be first, second, or third. So the chance it's first is 1 out of 3, i.e., 1/3.

4. A histogram is used primarily to show which aspect of data?

A. Frequency distribution

B. Central tendency

C. Range

D. Scatter relation

Histograms illustrate how data values are spread across different value ranges. Each bar represents a bin, and the height shows how many observations fall into that bin, i.e., the frequency. This setup makes the frequency distribution of the data immediately visible—the pattern of counts across the range, where values cluster, whether the data are skewed, and whether there are multiple peaks. While you can get a rough sense of the center or the overall spread from the shape, those aren't the primary purpose of a histogram. Central tendency would be described by a single value like the mean or median, which a histogram doesn't directly provide. The exact min and max (the range) can be inferred from the ends of the distribution, but a histogram isn't primarily used to quantify range. A scatter plot, by contrast, shows the relationship between two variables, which is not what a histogram is designed to convey.

5. Assume a box contains 2 red balls and 2 black balls. One black ball has been drawn and not replaced. What is the probability that the black ball appears in the middle position?

A. 1/3

B. 2/3

C. 1

D. 0

After taking out one black ball, the box has three balls left: one black and two red. The next three draws will place these three balls in some order, and each of the three possible positions for the single black ball is equally likely. The middle position among these three draws is the second one, which corresponds to the third draw overall. Since there are three equally likely spots for the black ball, the chance it lands in the middle is 1/3.

6. A fishbone (Ishikawa) diagram typically categorizes causes into several groups. Which of the following is not a standard category?

A. People

B. Machines

C. Marketing

D. Environment

In a fishbone diagram, the major branches represent factors that directly influence the process and can be investigated as root causes. The standard categories typically cover People, Methods, Machines, Materials, Environment, and often Measurements (and sometimes Management). Marketing does not fit these internal process-causing groups because it's a strategic, market-facing function rather than a day-to-day input or condition that drives process variation. So the category that isn't standard is Marketing. When analyzing a defect, you'd examine people and training, equipment and maintenance, material quality, the procedures used, measurement systems, and the work environment; marketing might influence product design or demand, but it isn't a typical cause category on a fishbone diagram.

7. In consumer products, which metric is most directly associated with customer satisfaction?

- A. Customer Satisfaction**
- B. Manufacturing efficiency
- C. Supplier response time
- D. Inventory turnover

Customer satisfaction is the direct measure of how customers feel about the product and their overall experience, usually captured through surveys or feedback. This metric specifically asks customers to rate their happiness with quality, usability, value, and service, making it the clearest indicator of whether the product meets expectations. The other metrics describe internal performance: manufacturing efficiency tracks how well the production process uses resources, but it doesn't tell you whether customers are pleased with the end result; supplier response time gauges how quickly vendors respond, which can influence satisfaction but isn't a direct customer feedback measure; and inventory turnover shows how fast stock sells, affecting availability and cash flow but not the customers' reported satisfaction. So while these factors can influence satisfaction, the direct link to how customers feel is captured by the customer satisfaction metric.

8. Assume a box contains 2 red balls and 2 black balls. One black ball has been drawn and not replaced. If X2 and X3 are red, what is the probability that X1 is red?

- A. 0**
- B. 1
- C. 1/2
- D. 1/3

With only two red balls in the urn, seeing red on both the second and third draws means those two red balls have already been taken by the time you reach X3. Since there are no red balls left, the first draw cannot be red. Therefore, the probability that X1 is red given that X2 and X3 are red is 0.

9. Which pairing best supports identifying root causes and their categories?

- A. X-bar and Pareto.
- B. Histograms and check sheets.
- C. 5 Whys technique and Ishikawa diagram.**
- D. Scatter diagram and run chart.

Root cause identification and organizing potential causes into categories rely on a method that digs deep into why a problem occurred and an approach that visually groups possible causes. The 5 Whys technique pushes you to ask "why" repeatedly until you reach underlying causes, helping to uncover root causes rather than stopping at symptoms. The Ishikawa diagram, or fishbone diagram, then provides a structured way to categorize those causes into meaningful groups (such as people, methods, machines, materials, environment, measurement, and management). Using both together guides you from initial problem statements to concrete root causes and clearly labeled categories for action. Other pairings don't focus on both identifying root causes and organizing them by category. X-bar charts and Pareto analysis emphasize process performance and prioritizing defects by frequency but don't structure root-cause discovery. Histograms and check sheets help collect and describe data but don't map causes into categories. Scatter diagrams and run charts reveal relationships and trends over time, not a categorized root-cause framework.

10. Who created the plan, do, check, and act cycle for process improvement?

A. Walter Shewhart

B. W. Edwards Deming

C. Joseph Juran

D. Philip Crosby

The idea being tested is who first introduced the Plan-Do-Check-Act cycle as a method for continuous improvement. Walter A. Shewhart created this cycle to help manage and improve processes, outlining steps to plan a change, implement it on a small scale, study the results, and then act on what's learned—adjusting or standardizing based on evidence. While W. Edwards Deming later popularized and advocated the cycle (often calling it PDSA), the attribution for creating the cycle goes to Shewhart. The other figures contributed important quality-management ideas, but they did not originate this cycle.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://asqcqt.examzify.com>

We wish you the very best on your exam journey. You've got this!

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