

Global Association for Quality Management (GAQM) Part 1 Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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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. Cost of quality includes the following except:**
 - A. Cost of Appraisal**
 - B. Cost of Prevention**
 - C. Cost of Change management and external consultancy**
 - D. Cost of failures**

- 2. What is the main purpose of a corrective action plan?**
 - A. To increase profits through cost-cutting measures**
 - B. To develop and launch new products**
 - C. To address and correct deficiencies found during audits or evaluations**
 - D. To enhance employee benefits**

- 3. What is the primary aim of Total Quality Management (TQM)?**
 - A. Increase employee productivity**
 - B. Enhance customer satisfaction**
 - C. Reduce overall costs**
 - D. Streamline supply chain management**

- 4. What is the primary purpose of using control charts?**
 - A. Determine if the process is performing within specifications**
 - B. Evaluate process performance over time**
 - C. Determine how to recreate the process**
 - D. Detect the causes of nonconformities**

- 5. What is the primary function of a tree diagram?**
 - A. Identify root causes without credible data**
 - B. Show a causality relationship**
 - C. Present data from a check sheet**
 - D. Reveal the true level of a problem's complexity**

- 6. Which process improvement methodology uses the DMAIC framework?**
- A. TQM**
 - B. Lean Management**
 - C. Six Sigma**
 - D. Quality Assurance**
- 7. Which term refers to the risk of a type 1 error in hypothesis testing?**
- A. Power**
 - B. Confidence level**
 - C. Level of significance**
 - D. Beta risk**
- 8. Which term is defined as continuous, incremental improvement?**
- A. Kanban**
 - B. Kaizen**
 - C. JIT**
 - D. Kaikaku**
- 9. Why is customer feedback significant in quality management?**
- A. It reduces production costs**
 - B. It helps organizations improve their products and services**
 - C. It is used to train employees**
 - D. It ensures compliance with industry standards**
- 10. Which of the following is most critical for ensuring the quality of a product?**
- A. Production speed**
 - B. Supplier relationship**
 - C. Quality control measures**
 - D. Market demand**

Answers

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

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Explanations

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1. Cost of quality includes the following except:

- A. Cost of Appraisal**
- B. Cost of Prevention**
- C. Cost of Change management and external consultancy**
- D. Cost of failures**

Cost of quality encompasses various costs associated with ensuring that a product or service meets quality standards. It is typically divided into four categories: prevention costs, appraisal costs, internal failure costs, and external failure costs. Prevention costs are the investments made to prevent defects in products or services, such as quality training or process improvement initiatives. Appraisal costs are associated with measuring and monitoring activities to ensure quality standards are met, including inspection and testing expenses. Internal failure costs are incurred when defects are identified before the product or service is delivered, while external failure costs arise when defects are discovered after delivery, leading to warranty claims or returns. The option regarding cost of change management and external consultancy doesn't fit neatly into the traditional framework of costs associated with quality. While consulting and change management can play a role in helping an organization achieve better quality, they are not directly tied to the quality assurance process itself. Instead, they are more about organizational improvement and strategic change, which may indirectly influence quality but are not classified as part of the direct cost of quality. Thus, this choice stands apart from the specific categories that make up the cost of quality.

2. What is the main purpose of a corrective action plan?

- A. To increase profits through cost-cutting measures**
- B. To develop and launch new products**
- C. To address and correct deficiencies found during audits or evaluations**
- D. To enhance employee benefits**

The main purpose of a corrective action plan is to identify, address, and rectify deficiencies that have been identified during audits or evaluations. This plan serves as a structured approach to respond to nonconformities or areas of concern, ensuring that issues are communicated effectively and resolved in a timely manner. In the context of quality management, the corrective action plan outlines specific steps that need to be taken, assigns responsibilities, and sets timelines for implementation. This process not only helps to resolve the immediate issues but also aims to prevent their recurrence by analyzing root causes and implementing systemic changes. Being focused on remediation and improvement, this approach aligns with the principles of continuous improvement and quality assurance, which are fundamental to effective management practices.

3. What is the primary aim of Total Quality Management (TQM)?

- A. Increase employee productivity
- B. Enhance customer satisfaction**
- C. Reduce overall costs
- D. Streamline supply chain management

The primary aim of Total Quality Management (TQM) is to enhance customer satisfaction. TQM is a comprehensive management approach that focuses on continuous improvement of processes, products, and services by considering the needs and expectations of customers. At its core, TQM emphasizes the importance of meeting or exceeding customer requirements, as satisfied customers are crucial for the long-term success and viability of an organization. Focusing on customer satisfaction drives organizations to engage in practices that enhance quality in every aspect of their operations. This commitment to quality not only leads to happier customers but also fosters loyalty, repeat business, and positive word-of-mouth referrals, which are vital for maintaining competitive advantage. Moreover, while increasing employee productivity, reducing overall costs, and streamlining supply chain management are important organizational goals, they are often seen as means to support the ultimate objective of achieving higher levels of customer satisfaction. TQM integrates these practices within a framework that is centered on serving the customer effectively and efficiently.

4. What is the primary purpose of using control charts?

- A. Determine if the process is performing within specifications
- B. Evaluate process performance over time**
- C. Determine how to recreate the process
- D. Detect the causes of nonconformities

The primary purpose of using control charts is to evaluate process performance over time. Control charts provide a visual representation of how a process behaves during a certain period, allowing practitioners to identify trends, variations, and patterns within the data. By analyzing the control chart, one can determine whether the process is stable and predictable or if there are indications of special causes that need investigation. Control charts help in monitoring the consistency of the output and ensuring that the process remains in a state of control. This ongoing evaluation over time allows organizations to detect deviations from expected performance, leading to faster responses to potential issues. Thus, while it might also relate to understanding specifications or identifying nonconformities, the fundamental role of control charts is to track and evaluate the process performance consistently over time.

5. What is the primary function of a tree diagram?

- A. Identify root causes without credible data
- B. Show a causality relationship
- C. Present data from a check sheet
- D. Reveal the true level of a problem's complexity**

The primary function of a tree diagram is to reveal the true level of a problem's complexity. Tree diagrams visually break down complex problems into smaller, more manageable components, illustrating various paths or branches that lead to different outcomes or causes. This helps stakeholders understand how different factors are interconnected and what areas may require focus to address the overall issue correctly. Tree diagrams are particularly useful in quality management and problem-solving as they enable teams to map out all potential sources of a problem systematically. By organizing information hierarchically, they allow for clarity in identifying how various factors contribute to the problem, which is crucial in developing effective solutions. The other options may touch upon aspects related to problem-solving or data presentation but do not directly describe the primary function of a tree diagram. For instance, identifying root causes typically requires reliable data and analysis, which is not a foundational purpose of a tree diagram itself. Showing causality relationships is a characteristic of diagrams, but the emphasis is more on mapping complexity rather than just illustrating cause and effect. Presenting data from a check sheet pertains to data collection methods and is not the role of a tree diagram in visualizing problem structure.

6. Which process improvement methodology uses the DMAIC framework?

- A. TQM
- B. Lean Management
- C. Six Sigma**
- D. Quality Assurance

The methodology that uses the DMAIC framework is Six Sigma. DMAIC stands for Define, Measure, Analyze, Improve, and Control. This structured approach is integral to Six Sigma, as it provides a systematic process for identifying and solving quality issues within a project or process. Each phase of DMAIC serves a specific purpose: - **Define**: Identify the problem and project goals. - **Measure**: Gather data and determine current performance levels. - **Analyze**: Identify the root causes of defects or problems. - **Improve**: Develop and implement solutions to address the root causes. - **Control**: Monitor the improvements to sustain and institutionalize the gains. Six Sigma focuses on reducing variation and improving process quality, making the DMAIC framework essential for its implementation. While Total Quality Management (TQM), Lean Management, and Quality Assurance are all valuable methodologies in the field of quality management, they do not specifically use the DMAIC framework. TQM emphasizes continuous improvement and customer satisfaction, Lean Management focuses on waste reduction and efficiency, and Quality Assurance refers to the systematic processes and activities aimed at ensuring that a product meets specified requirements. These methodologies may include various tools and approaches but do not adhere to the structured five-phase DMAIC methodology defined

7. Which term refers to the risk of a type 1 error in hypothesis testing?

- A. Power**
- B. Confidence level**
- C. Level of significance**
- D. Beta risk**

The term that refers to the risk of a Type 1 error in hypothesis testing is indeed the level of significance. In statistical hypothesis testing, a Type 1 error occurs when the null hypothesis is rejected when it is actually true. The level of significance, often denoted by alpha (α), is the threshold set by the researcher to define the probability of making a Type 1 error. For example, a significance level of 0.05 indicates that there is a 5% risk of concluding that a difference exists when there is none. This concept is essential because it helps researchers to quantify their tolerance for error when making decisions based on statistical tests. The lower the level of significance, the lower the risk of making a Type 1 error, but this may also lead to an increased risk of Type 2 errors, which is a different consideration in hypothesis testing. Understanding this distinction is crucial for anyone involved in statistical analysis and decision-making processes. The other terms mentioned, while related to hypothesis testing, represent different concepts, such as the power of a test or the probability of failing to reject the null hypothesis when it is actually false.

8. Which term is defined as continuous, incremental improvement?

- A. Kanban**
- B. Kaizen**
- C. JIT**
- D. Kaikaku**

The term "Kaizen" refers to the philosophy of continuous, incremental improvement, which is a fundamental concept in quality management and lean manufacturing practices. Kaizen focuses on small, consistent changes over time to improve processes, increase efficiency, and enhance quality. It encourages the involvement of all employees, from management to frontline workers, to identify areas for improvement and implement solutions. The essence of Kaizen lies in its emphasis on gradual enhancement rather than large-scale shifts or overhauls, contributing to a culture of continuous improvement within an organization. This approach not only helps in enhancing productivity and reducing waste but also fosters a proactive mindset among employees, empowering them to contribute actively to the improvement initiatives. In contrast, other terms like Kanban pertain to workflow management, Just-In-Time (JIT) relates to inventory management, and Kaikaku refers to radical, transformative change, which does not align with the concept of continuous, incremental improvement represented by Kaizen.

9. Why is customer feedback significant in quality management?

- A. It reduces production costs**
- B. It helps organizations improve their products and services**
- C. It is used to train employees**
- D. It ensures compliance with industry standards**

Customer feedback is significant in quality management primarily because it helps organizations improve their products and services. By actively seeking and analyzing feedback from customers, organizations can gain valuable insights into the strengths and weaknesses of their offerings. This understanding allows them to make informed decisions about necessary adjustments, enhancements, or innovations. For instance, if customers consistently highlight a particular feature as problematic, the company can prioritize resolving that issue in future iterations, ultimately leading to higher customer satisfaction and loyalty. Improvement based on customer feedback can also lead to competitive advantages, ensuring that the organization can respond more effectively to market demands and expectations. Overall, leveraging customer insights is vital for fostering an ongoing cycle of quality enhancement and maintaining relevance in the industry.

10. Which of the following is most critical for ensuring the quality of a product?

- A. Production speed**
- B. Supplier relationship**
- C. Quality control measures**
- D. Market demand**

Choosing quality control measures as the most critical factor for ensuring the quality of a product is well-founded, as these measures are directly responsible for maintaining product standards and meeting customer expectations. Quality control involves systematic processes that monitor and manage the quality of both inputs and outputs throughout the production cycle. This ensures that defects are minimized, processes are optimized, and products consistently meet predefined specifications. Implementing effective quality control measures can lead to the identification of issues before they escalate into larger problems, thereby reducing waste and increasing customer satisfaction. It encompasses various techniques, such as inspections, testing, and process control, which are vital for maintaining a reputation for quality in the marketplace. While production speed, supplier relationships, and market demand are important factors in the overall success of a product, they do not directly ensure quality in the same way that quality control does. Production speed might prioritize how quickly products are made but could compromise quality if not carefully managed. Supplier relationships are essential for sourcing quality materials, but if quality control measures are weak, even high-quality materials can lead to poor final products. Market demand drives the need for production but does not influence the inherent quality of the products being produced. Thus, focusing on quality control directly aligns with the goal of delivering a high-quality product consistently.

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://gaqmpt1.examzify.com>

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

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