



Exam Name – Certified Quality Manager (CQM)

Exam Code – CQM-001

Sample Exam

Q) Which of the following is not a focus of continuous quality improvement?

- A) Staff
- B) Public
- C) Customer
- D) Management

Answer: C

Q) A customer comes into the radiology check-in desk for an 8:00 UGI. The secretary informs the tech the patient has arrived. Ten minutes later, the tech brings the patient back to the dressing room, explaining the procedure and verifies the patient has been properly prepped, and the exam is performed. This is an example of which level of customer satisfaction?

- A) Basic
- B) Intermediate
- C) High
- D) None of the Above

Answer: A



True or False: It is possible that while you are changing a process, another problem will surface.

A) True

B) False

Answer: A

Q) Typically, which of the following groups is the "forgotten" customer of a radiology department's processes?

A) The provider of radiographic services

B) Outside inspection agencies

C) Students in the clinical phase of their education

D) The hospital administrator

Answer: C

Q) Which of the following is not a focus of continuous quality improvement?

A) Processes

B) Exceeding standards

C) Individuals

D) Effective competition

Answer: C