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## Certified Maintenance & Reliability Professional

CMRP CMRP

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**QUESTION NO: 1**

When developing and presenting a new strategic plan to stakeholders, which of the following is the most important?

- A. Implementation timetable
- B. Gaining the trust of stakeholders
- C. Craft (trade) flexibility
- D. Establishment of a common goal

**ANSWER: B**

**QUESTION NO: 2**

A well-developed business case will have statement of problem, opportunity or need, description of options available, and should also include the:

- A. financial impact.
- B. health and safety impact.
- C. environmental impact.
- D. customer impact.

**ANSWER: A**

**QUESTION NO: 3**

Total quality management focuses all employees on producing products that meet customer needs. This is done by:

- A. Sharing information with all levels in the organization
- B. Developing a high level of expertise in all employees
- C. Eliminating processes that waste time and materials
- D. Balancing the needs of all stakeholders in the organization

**ANSWER: B**

**QUESTION NO: 4**

Preventive maintenance tasks should be grouped by?

- A. Parts required, task interval and lockout -tag out requirement
- B. Skill required, parts required and equipment availability
- C. Skill required, task and interval
- D. Skill required, task interval and lockout -tag out requirement

**ANSWER: D**

#### QUESTION NO: 5

Which of the following methods best identifies maintenance problems caused by maintenance or operating work processes?

- A. Root Cause Failure Analysis
- B. Bottleneck Analysis
- C. Weibull Analysis
- D. Pareto Analysis

**ANSWER: A**

#### QUESTION NO: 6

Shutdown Work Ratio is defined as the:

- A. the amount of planned labor hours for key resource person(s) relative to actual labor hours worked during an outage.
- B. amount of available work time key resource person(s) can work relative to the actual calendar time of the shutdown.
- C. amount of work in manhours that a maintenance team actually achieved in a shutdown relative to the amount of work it could achieve.
- D. the amount of estimated labor hours that a maintenance team can devote to an outage relative to the total downtime scheduled.

**ANSWER: A**

#### QUESTION NO: 7

Which answer is not one of the steps in performing an RCA (Root Cause Analysis)?

- A. Track the recommended solutions to ensure effectiveness.
- B. Develop solutions and recommendations.

- C. Identify possible mitigating factors.
- D. Define the problem or the failure.

**ANSWER: C**

#### QUESTION NO: 8

One of our five pumps fails each month. We have been getting 45 days of service out of our dryer belts. We have to fix five piping leaks per month. We have had to replace three of our 25 air cylinders in the last two years. If a Pareto diagram was created for this failure data, which equipment type would show the highest failure frequency?

- A. Air cylinders
- B. Dryer belts
- C. Pumps
- D. Piping

**ANSWER: D**

#### QUESTION NO: 9

Quality superiority of a product or service can be maintained if the organization:

- A. Ensures its marketing and field service quality controls are perfect.
- B. Holds product specifications constant and historically accurate.
- C. Continually promotes its claims to superior quality and market leadership.
- D. Continues product or service improvement and has effective market promotion

**ANSWER: D**

#### QUESTION NO: 10

Business excellence requires that in most companies the following things be done well and integrated effectively:

- A. budgeting, executing, follow-up
- B. communications, recruitment
- C. reliability improvement, sales, installation
- D. marketing, manufacturing, research and development

**ANSWER: D**

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