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**QUESTION 1**

An observation above upper control limit is concluded as?

- A. Process special cause variation
- B. Process common cause variation
- C. Process performance
- D. No variation

Correct Answer: A

QUESTION 2

Sally and Sara sell flower pots at their garage sale. Sally motivates Sara mentioning that they will sell a minimum of 15 pots per day if the outside temperature exceeds 60° F. From a sample, whose population is assumed to follow a Normal Distribution, taken for 30 days at 60 degrees or more an average of 13.6 pots per day were sold with a Standard Deviation of 0.7 pots. The statistical Degrees of Freedom for this example are?

- A. 1
- B. 29
- C. 30
- D. 31
- E. 2

Correct Answer: B

QUESTION 3

Which of these graphical presentations displays the values of each individual reading?

- A. Histogram
- B. Box Plot
- C. Stem and Leaf Plot
- D. X-Y Diagram

Correct Answer: C



QUESTION 4

Which of these are examples of business metrics or Key Performance Indicators commonly referred to as KPI's?

- A. Cycle Time
- B. Defects
- C. No. of Units Reworked
- D. Labor Hours
- E. All of these answers are correct

Correct Answer: E

QUESTION 5

The English words used for the 5S's are Sorting, Straightening, _____, _____ and Sustaining. (Note: There are 2 correct answers).

- A. Shaping
- B. Shining
- C. Standardizing
- D. Signing

Correct Answer: BC

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