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**QUESTION 1**

Significant variation in process performance is a consequence of several causes that can be classified using terminologies shown here. (Note: There are 2 correct answers).

- A. Common
- B. Random
- C. Uneducated
- D. Special
- E. Vital

Correct Answer: AD

QUESTION 2

The purpose of a Process Map is to identify the complexity of the process and to record all actions and decision points in the process.

- A. True
- B. False

Correct Answer: A

QUESTION 3

The perfect sample size is the minimum number of data points required to provide exactly 6% overlap or risk if one wants a 95% confidence level.

- A. True
- B. False

Correct Answer: B

QUESTION 4

Which of these statements describe an undesirable situation when implementing SPC? (Note: There are 2 correct answers).

- A. The lower Control Limit for the R chart is equal to zero
- B. The Control Limits are wider than the customer specification limits
- C. A process is in Statistical Control before implementation of SPC



- D. Attempt to use SPC for tracking transaction times at a warehouse
- E. Indication of the specification limits on the Control Chart

Correct Answer: BE

QUESTION 5

As part of a Visual Factory plan _____ cards are created and utilized to identify areas in need of cleaning and organization.

- A. Kanban
- B. Kaizen
- C. Poke-Yoke
- D. WhoSai

Correct Answer: A

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