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QUESTION 1

When we assess the Voice of the Customer we are attempting to determine the gaps in our processes between "what is" and ______.

- A. "What isn\\'t"
- B. "What will make money"
- C. "What will cost less"
- D. "What should be"

Correct Answer: D

QUESTION 2

According to a manager it takes an average weekday commute of 39 minutes with a Standard Deviation of 7 minutes for the employees to get to work while they use their personal vehicles for their office commute while the management set a policy of not more than 40 minutes for their daily one-way commute. A survey conducted one day on 70 employees showed an average of 34 minutes commuting time using the metro public transportation system with a Standard Deviation of 21 minutes. If the Standard Deviation is uncontrollable then the other option to increase the probability of coming in on time via personal vehicles to work could be _____?

- A. Increase the average time of commute
- B. Maintain the average time of commute and change route to work
- C. Reduce average commute time to work by departing earlier
- D. Change policy at work and request for flexible times based on location

Correct Answer: C

QUESTION 3

The ROI for a project is a measurement metric that stands for ______ and is one of the methods used to measure the success of a Lean Six Sigma project.

- A. Return on Investment
- B. Recognition of Innovation
- C. Recovery of Investment
- D. Return on Inventory

Correct Answer: A



QUESTION 4

One of the primary objectives of constructing an X-Y Diagram is to separate the vital few Y\\'s from the trivial many Y\\'s.

A. True

B. False

Correct Answer: B

QUESTION 5

A ______ is a graphical presentation of sample data that shows the number of times that a data point is a specific number.

- A. Fishbone Diagram
- B. Histogram
- C. Pie Chart
- D. Box Plot
- Correct Answer: B

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