



# CSSGB<sup>Q&As</sup>

Six Sigma Green Belt

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### QUESTION 1

Which of the following techniques has proven useful in translating customer needs into product design features?

- A. Changing perceptions
- B. Customer service principles
- C. Confrontation and problem solving
- D. Quality function deployment

Correct Answer: D

Answers a and c are customer conflict resolution techniques. Answer b addresses service principles, not the question at hand. The role of quality function deployment (QFD) is to translate customer needs into design features.

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### QUESTION 2

A bar chart that depicts the frequencies of numerical or measurement data.

- A. Sample
- B. Histogram
- C. Check Sheet
- D. Process Map

Correct Answer: B

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### QUESTION 3

It is a Type I error if we reject the Null Hypothesis when it is actually true.

- A. True
- B. False

Correct Answer: A

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### QUESTION 4

Customer expectations follow which hierarchy of needs, from low to high?

- I. Expected
- II. Basic



III. Unanticipated

IV.

Desired

A.

II, I, IV, III

B.

III, I, II, IV

C.

IV, II, I, III

D.

I, II, III, IV

Correct Answer: A

There is a hierarchy of customer expectations in regard to product or service quality. It is similar in nature to Maslow's hierarchy of needs. The hierarchy of customer expectations follow the stages of basic (II), expected (I), desired (IV) and unanticipated (III). Only answer a starts with II, and continues with the correct sequence.

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#### QUESTION 5

The 5 Why Analysis is only useful if the possible independent variable can be broken down into five possible causes.

A. True

B. False

Correct Answer: B

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