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QUESTION 1

The SIPOC business model helps everyone in the company see the business from an overall process perspective. However, it does NOT:

- A. Provide a framework applicable to processes of all sizes
- B. Identify the few key business customers
- C. Display cross-function activities in simple terms
- D. Help maintain the big business picture

Correct Answer: B

Note that a negative response is requested. The odd choice out is answer B Identification of the key business customers is done by means other than a SIPOC model. The other answers a, c and d are valid.

QUESTION 2

The smallest run number possible to examine the main effects of 22 factors at 2 levels is:

- A. 23
- B. 24
- C. 44
- D. 56

Correct Answer: B

QUESTION 3

Define "CTQ." Relate your answer to a SIPOC analysis.

Correct Answer: CTQ stands for Critical to Quality characteristic. It is a characteristic of a process, product or service that is critical to the satisfaction of a stakeholder.

QUESTION 4

If the data displayed in a Histogram displays two peaks the distribution would likely be _____.

- A. Transformed
- B. Multi-skewed



C. Bi-attribute

D. Bimodal

Correct Answer: D

QUESTION 5

The use of Kanbans work best with pull systems for determining the timing of which products or services are produced.

A. True

B. False

Correct Answer: A

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