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**QUESTION 1**

The X-Y Diagram is a tool used to identify/collate potential X's and assess their relative impact on multiple Y's.

- A. True
- B. False

Correct Answer: A

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**QUESTION 2**

Which of these are correct if Cpk Upper is 2.0 and Cpk Lower is 1.0?

- A. The process is not stable.
- B. The process is shifted to the left.
- C. Cpk must be reported as 1.0.
- D. The process Mean is 1.5.

Correct Answer: C

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**QUESTION 3**

Customers make a purchase decision based on a number of factors. In Lean Six Sigma we refer to these decision points as CTQ's or as \_\_\_\_\_.

- A. Critical-to-quality
- B. Conscious thought qualities
- C. Conspicuous time quandaries
- D. Cost of the quantity

Correct Answer: A

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**QUESTION 4**

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

- A. Common
- B. Random
- C. Uneducated



D. Special

E. Vital

Correct Answer: AD

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#### QUESTION 5

As a type of measurement error, Linearity describes a change in accuracy through the expected operating range of the measurement instrument.

A. True

B. False

Correct Answer: A

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