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**QUESTION 1**

The “Equipment” category of Root Causes on a Fishbone Diagram would be used primarily used to generate ideas as to which of the following are possible causes for defects?

- A. Out of calibration measurement system
- B. Tolerance changes in milling machines
- C. Worn bearings on a shaft
- D. All of these answers are correct

Correct Answer: D

QUESTION 2

SIPOC stands for Suppliers, Inputs, _____, Output and Customers.

- A. Production
- B. Process
- C. Products
- D. Presentation

Correct Answer: B

QUESTION 3

To construct a Fishbone Diagram and capture all the issues of interest it is best if your team uses the _____ approach.

- A. Graphical
- B. Data collection
- C. Shewhart
- D. Brainstorming

Correct Answer: D



QUESTION 4

The essence of Lean is to concentrate effort on _____ while improving process flow to achieve speed and agility at lower cost.

- A. Defect removal
- B. Removing waste
- C. Overtime reduction
- D. Rework reduction

Correct Answer: B

QUESTION 5

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

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