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**QUESTION 1**

Which is NOT a benefit of a Resource Plan?

- A. Outline of processes to follow when there is a failure
- B. Outline of processes to follow when a process is out of Control
- C. Outline of processes to follow in Standard Operating Procedures
- D. Outline of processes to follow when automation fails

Correct Answer: C

QUESTION 2

A Belt has determined that the loan application does not need to be reviewed by accounting thereby improving the number of applications a loan processor can handle. According to Cost of Poor Quality (COPQ) definitions RTY improvement would be considered _____.

- A. Downsizing savings
- B. Hard savings
- C. Soft savings
- D. Median savings

Correct Answer: B

QUESTION 3

An important factor in a viable _____ is to determine who, when and to what level various personnel must be trained to maintain the improvements made to a process.

- A. Control Plan
- B. FMEA
- C. Standard Operating Procedure
- D. Process Map

Correct Answer: C



QUESTION 4

In the expression $Y = f(X_n)$ Y, the output, is the _____ variable and X_n , the inputs, are the _____ variables.

- A. Independent, dependent
- B. Individual, multiple
- C. Sole, multiple
- D. Dependent, independent

Correct Answer: D

QUESTION 5

When we create a Process Map and want to depict an action step in the process we would use the _____ symbol.

- A. Diamond
- B. Circle
- C. Ellipse
- D. Rectangle

Correct Answer: D

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