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QUESTION 1

When we assess the Voice of the Customer we are attempting to determine the gaps in our processes between "what is" and _____.

A. "What isn\\'t"

B. "What will make money"

C. "What will cost less"

D. "What should be"

Correct Answer: D

QUESTION 2

Measurement System Analysis is a procedure used to quantify variation of the method or system used for taking measurements and used to assure usable data is collected.

A. True

B. False

Correct Answer: A

QUESTION 3

When we assess the Voice of the Customer we are attempting to determine the gaps in our processes between "what is" and _____.

A. "What isn\\'t"

B. "What will make money"

C. "What will cost less"

D. "What should be"

Correct Answer: D

QUESTION 4

Systems and structures are the basis for allowing people to change their behaviors permanently and are accomplished through which of the following?

A. Documented performance objectives

B. Defined procedures

C. Accurate job descriptions

D. Incentive compensation

E. All of these answers are correct

Correct Answer: E

QUESTION 5

A Macro Process Map may map a process showing the entire activities of a department and can likely be broken into many Micro Process Maps showing numerous processes that comprise the activities of the department.

A. True

B. False

Correct Answer: A

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