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**QUESTION 1**

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 2

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 3

It is recommended that when beginning a 5S program the entire plant gets involved rather than starting it in a pilot work area and then spreading it to other areas.

- A. True
- B. False

Correct Answer: B

**QUESTION 4**

The DMAIC approach to problem solving stands for Define, Measure, Analyze, _____ and Control.

- A. Improve
- B. Identify
- C. Itemize
- D. Initiate

Correct Answer: A

Reference: <http://asq.org/learn-about-quality/six-sigma/overview/dmaic.html>

QUESTION 5

Which of the following are needed to calculate the process capability index, Cp?

- A. The specification limits and the Mean
- B. The specification limits and σ (Sigma Cap)
- C. The process Mean and σ (Sigma Cap)
- D. The upper and lower specification limits

Correct Answer: D

Reference: https://en.wikipedia.org/wiki/Process_capability_index

QUESTION 6

The following Business Case is constructed properly.

“During 2009 the commercial loan division experienced a 2.7% default rate versus a target of less than .5%

. This costs the bank in excess of \$250,000 quarterly.”

- A. True
- B. False

Correct Answer: A

QUESTION 7

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 8

A Belt gathered the following defect data for a polyurethane production line and wanted to assemble it into a Pareto Chart. The correct order from left to right in the chart would be:

Data: Trimming 37

Forming 61

Packaging 29

Sealing 5

- A. Trimming, Packaging, Sealing, Forming
- B. Packaging, Trimming, Sealing, Forming
- C. Sealing, Forming, Trimming, Packaging
- D. Forming, Sealing, Trimming, Packaging

Correct Answer: D

QUESTION 9

Y, the output of a process, is the _____ variable while Xn, the various inputs to a process, are the _____ variables.

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

Correct Answer: D



QUESTION 10

A key metric in Six Sigma is the DPMO which stands for _____?

- A. Delayed production metrics output
- B. Defects by management oversight
- C. Defects per million opportunities
- D. Developed production management oversight

Correct Answer: C

QUESTION 11

Six Sigma refers to a process whose output has at least 75% of its data points within 6 Standard Deviations from the Mean.

- A. True
- B. False

Correct Answer: B

QUESTION 12

Lean Principles defines for us _____ specific areas where waste typically exists in our processes.

- A. Three
- B. Five
- C. Seven
- D. Nine

Correct Answer: C

QUESTION 13



In an organization is the sum total of all the processes which occur in the business to take inputs and turn them into customer desired outputs is called the Value Chain.

- A. True
- B. False

Correct Answer: A

QUESTION 14

As we identify customer and supplier requirements for a SIPOC we are urged to use the RUMBA approach which stands for Reasonable, Understandable, _____, Believable and Achievable.

- A. Manageable
- B. Massive
- C. Memorable
- D. Measurable

Correct Answer: D

QUESTION 15

It is recommended that when beginning a 5S program it be started in a pilot work area for learning and demonstration purposes then it is expended throughout the plant.

- A. True
- B. False

Correct Answer: A

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