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**QUESTION 1**

Understanding, controlling and improving an organization's processes to create value for all stakeholders would be called:

- A. The SIPOC diagram
- B. Process performance metric
- C. Business process management
- D. The establishment of KPIVs and KPOVs

Correct Answer: C

The question is describing business process management (BPM), answer c.. The other answers are tools and techniques that could be used to support BPM.

QUESTION 2

Provides relationship between two variables, and provides a visual correlation coefficient.

- A. Control Chart
- B. Pareto Chart
- C. Scatter Diagram
- D. Statistical Process Control

Correct Answer: C

QUESTION 3

What is the Cycle Time, in seconds, for a process having a Throughput of 7,200 units per hour?

- A. 0.5
- B. 2
- C. 4
- D. 10

Correct Answer: A

QUESTION 4

Training cost is \$4,000 and a project required an initial investment of \$30,000. If the project yields monthly savings of



\$2,000 beginning after 3 months, what is the payback period in months (before money costs and taxes)?

- A. 10
- B. 20
- C. 27
- D. 33

Correct Answer: B

QUESTION 5

A technique used to measure the degree of interdependence between two random variables is:

- A. Regression analysis
- B. Hypothesis testing
- C. Correlation analysis
- D. Sampling

Correct Answer: C

QUESTION 6

One of the most common measures of variability in a data set or population.

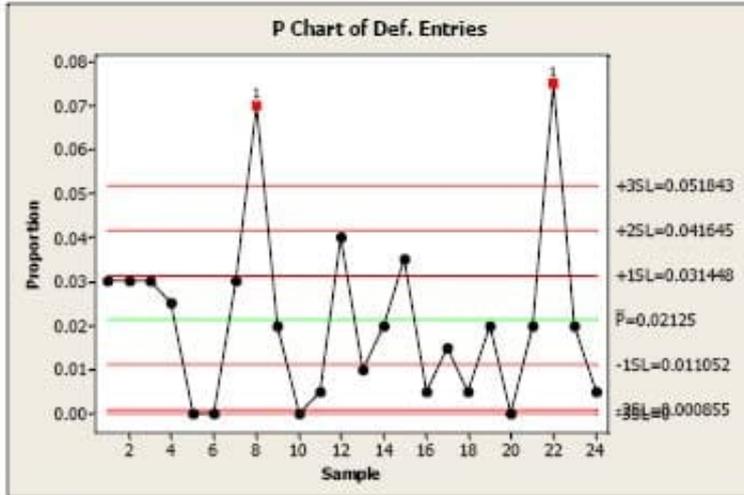
- A. Normal Distribution
- B. Alpha Risk
- C. Mean
- D. Standard Deviation

Correct Answer: D

QUESTION 7

Use Minitab to construct a control chart for the above data.

Correct Answer: Check the answer in explanation.



QUESTION 8

The middle value of a data set when the values are arranged in either ascending or descending order.

- A. Median
- B. Mode
- C. Mean
- D. Discrete Data

Correct Answer: A

QUESTION 9

Long-term Data represents all the variation that one can expect within the subject process.

- A. True
- B. False

Correct Answer: A

QUESTION 10

Which element of waste best describes "the cost of an idle resource"?

- A. Waiting
- B. Motion



C. Inventory

D. Correction

Correct Answer: A

QUESTION 11

Hypothesis Tests determine the probabilities of differences between observed data and the hypothesis being solely due to _____ based on the result of the P-values.

A. Human error

B. Measurement error

C. Shift differences

D. Chance

Correct Answer: D

QUESTION 12

A null hypothesis requires several assumptions, a basic one of which is:

A. That the variables are significant

B. The variables are independent

C. That the sample size is adequate

D. That the confidence interval is ± 2 standard deviations

Correct Answer: B

QUESTION 13

Which of the following techniques has proven useful in translating customer needs into product design features?

A. Changing perceptions

B. Customer service principles

C. Confrontation and problem solving

D. Quality function deployment

Correct Answer: D

Answers a and c are customer conflict resolution techniques. Answer b addresses service principles, not the question at hand. The role of quality function deployment (QFD) is to translate customer needs into design features.



QUESTION 14

Which of the following tools can be used to identify and quantify the source of a problem?

- A. Affinity diagram
- B. Control chart
- C. Pareto chart
- D. Quality function deployment

Correct Answer: C

QUESTION 15

The purpose of a full factorial design is to:

- A. provide information on the effects of main factors
- B. provide information on the effects of interactions
- C. if possible, remove the effects of lurking
- D. all of the above
- E. none of the above

Correct Answer: D

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