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Question 1

Question Type: MultipleChoice

In the theory of constraints the "subordinate" step refers to:

Options:

- A) a listing of sub-processes
- B) reducing the rate for some processes
- C) the portion of the process flow chart that depends on the main flow
- D) the less important product or service stream
- E) none of the above

Answer:

B

Question 2

Question Type: MultipleChoice

"Robust design" refers to the ability of the product or service:

Options:

- A) to function the same in different conditions
- B) to remain strong
- C) to last a long time
- D) to have a high reliability

Answer:

A

Question 3

Question Type: MultipleChoice

A set of data from a process has 8 readings per sample and 50 samples. The mean of the 50 sample means is 12.62. The mean of the 50 ranges is 0.18. A customer requires that SPC charts be done on their forms which have spaces for only 5 readings per sample. In preparation for calculating the new control limits the following question is asked, "Will the new average range be larger or smaller than the current average range?". The answer is:

Options:

- A) yes
- B) no
- C) maybe
- D) smaller
- E) larger
- F) same size
- G) none of the above

Answer:

D

Question 4

Question Type: MultipleChoice

The term "expected value" is closest to the term:

Options:

- A) median
- B) probabilistic model
- C) mean
- D) Markov value
- E) regressive value

Answer:

C

Question 5

Question Type: MultipleChoice

The word "champion" in the context of Six Sigma projects refers to:

Options:

- A) the team that has had the most impact on the bottom line.
- B) the person who has coordinated teams most effectively
- C) the individual who has outpaced all others in six sigma knowledge
- D) none of the above

Answer:

D

Question 6

Question Type: MultipleChoice

The leader in the quality movement who recommended that organizations "eliminate numerical quotas for the work force and numerical goals for management.":

Options:

- A) Juran
- B) Ishikawa

- C) Crosby
- D) Feigenbaum
- E) Taguchi
- F) none of the above

Answer:

F

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