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## Question 1

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Question Type: MultipleChoice

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In Defining Content the challenge is the \_\_\_\_\_ of information or content an organization produces.

Options:

- A- quality
- B- volume
- C- source
- D- Waste reduction in production system



Answer:

B

---

## Question 2

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Question Type: MultipleChoice

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\_\_\_\_\_ and \_\_\_\_\_ are the two pillars of the Toyota Production System.

Options:

- A- Just-In-Time
- B- Just-In-Merit
- C- Kaizen
- D- Jidoka



Answer:

A, D

---

## Question 3

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Question Type: MultipleChoice

---

Process mining is a tool that analyzes processes through event logs.

Options:

---

- A- True
- B- False

Answer:

---

A

## Question 4

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Question Type: MultipleChoice



A swimlane process map:

Options:

---

- A- Distinguishes the responsibilities for steps within a process
- B- Uses colored visual indicators to indicate progress
- C- Lists tasks and deadlines
- D- Provides real-time data on process efficiency

Answer:

---

A

## Question 5

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Question Type: MultipleChoice



The layers of BPM move from \_\_\_\_\_

Options:

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- A- Bottom-Up
- B- Top-Down
- C- Left-Right
- D- Right-Left

Answer:

B

## Question 6

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Question Type: MultipleChoice

---

The Six Sigma approach focuses on? (Choose two.)

Options:

- A- Measurable, quantifiable, stable results
- B- Reducing variation in processes and products
- C- Bring transparency in business ethics
- D- Waste reduction in production system

Answer:

A, B

## Question 7

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Question Type: MultipleChoice

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Processes exist everywhere.

Options:

- A- True
- B- False

Answer:

A

## Question 8

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Question Type: MultipleChoice

---

Once you have your process established, there is no need to monitor how the process is performing.

Options:

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- A- True
- B- False

Answer:

---

B



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## Question 9

Question Type: MultipleChoice

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Which philosophy was primarily developed by Toyota manufacturing experts?

Options:

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- A- Lean
- B- Business Process Improvement
- C- Six Sigma
- D- Service Management

Answer:

---

A



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## Question 10

Question Type: MultipleChoice

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The "D" in the DMAIC model stands for "Decide."

Options:

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- A- True

B- False

Answer:

---

B

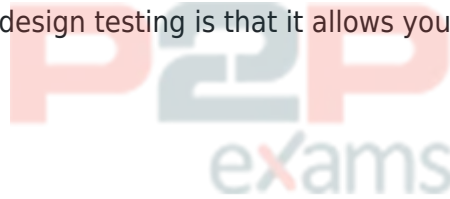
## Question 11

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Question Type: MultipleChoice

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The biggest benefit of iterative design testing is that it allows you to test your process in a risk-free environment.



Options:

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A- True

B- False

Answer:

---

A



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