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Question 1

Question Type: MultipleChoice

Al bought a digital camera from his local electronics store. When he first used it he found the zoom lens function was inoperative because a gear was installed improperly. For the manufacturer of the camera this would be categorized as what type of cost?

Options:

- A- Internal Failure Cost
- B- Prevention Cost
- C- External Failure Cost
- D- Appraisal Cost

Answer:

A

Question 2

Question Type: MultipleChoice

When a Belt wishes to clarify the activities of various departments in a Process Map she is creating she adds a feature to the map called _____.

Options:

- A- Department Dividers
- B- Passing Lanes
- C- Swim Lanes
- D- Responsibility Paths

Answer:

C

Question 3

Question Type: MultipleChoice

At the beginning of a project we must keep in mind there are basically three views of a process:

What you THINK it is, What it ACTUALLY is and What is DOCUMENTED.

Options:

A- True

B- False

Answer:

B

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Question 4

Question Type: MultipleChoice

Six Sigma refers to a process whose output has at least 95% of its data points within 6 Standard Deviations from the Mean.

Options:

A- True

B- False

Answer:

B

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Question 5

Question Type: MultipleChoice

If a set of data is generally centered relative to the targeted value but is rather widely disbursed it would be said to be _____.

Options:

A- Precise but not accurate

- B- Accurate but not precise
- C- Precise but skewed
- D- Accurate but distributed

Answer:

B

Question 6

Question Type: MultipleChoice

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

Options:

- A- Manage
- B- Measure
- C- Memorize
- D- Manipulate

Answer:

B

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