



IASSC ICYB Practice Questions

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Question 1

Question Type: MultipleChoice

The following Business Case is constructed properly. "During most of 2008 Division 16 experienced a 4.2% product return rate versus a target of nearly no returns. This costs the company a whole bunch of money."

Options:

- A- True
- B- False

Answer:

B

Question 2

Question Type: MultipleChoice

When we assess the Voice of the Customer we are attempting to determine the gaps in our processes between "what is" and _____.

Options:

- A- "What isn't"
- B- "What will make money"
- C- "What will cost less"
- D- "What should be"

Answer:

D

Question 3

Question Type: MultipleChoice

The essence of Lean is to concentrate effort on _____ while improving process flow to achieve speed and agility at lower cost.

Options:

- A- Defect removal
- B- Removing waste
- C- Overtime reduction
- D- Rework reduction

Answer:

B

Question 4

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 5

Question Type: MultipleChoice

_____ represents all the variation that one can expect to experience from the output of the subject process.

Options:

- A- A Standard Deviation
- B- Data range
- C- Long-term Data
- D- The Mode

Answer:

C

Question 6

Question Type: MultipleChoice

The Control Plan is created following the finalization of the Measure Phase and can be closed when?

Options:

- A- After the project costs have been recouped
- B- When the Champion says so
- C- Never, a Control Plan must stay in place
- D- At the fiscal yearend of the business

Answer:

C

Question 7

Question Type: MultipleChoice

The purpose of _____ is to analyze data and present it in a way we can make informed decisions as to what is happening in our process.

Options:

- A- Data Sampling
- B- Basic Statistics
- C- Calculating Standard Deviation

D- Measurement System Analysis

Answer:

B

Question 8

Question Type: MultipleChoice

A Lean Principle that states the process of eliminating waste is a continual process requiring one to always be on the lookout for ways to reduce the seven elements of waste is known as _____.

Options:

- A- Kaizen
- B- Ishikawa
- C- Kanban
- D- Muda

Answer:

A

Question 9

Question Type: MultipleChoice

An important factor in a viable Control Plan is to determine who, when and to what level various personnel must be _____ to maintain the improvements made to a process.

Options:

- A- Transferred
- B- Promoted
- C- Trained
- D- Dismissed

Answer:

C

Question 10

Question Type: MultipleChoice

When we assess the Voice of the Customer we are attempting to determine the gaps in our processes between "What is" and _____.

Options:

- A- "What isn't"
- B- "What will make money"
- C- "What will cost less"
- D- "What should be"

Answer:

D

Question 11

Question Type: MultipleChoice

The purpose of a Process Map is to identify the complexity of the process and to assist in identifying _____ in the process.

Options:

- A- Critical steps
- B- Line operators
- C- Test stations
- D- Defects

Answer:

A

Question 12

Question Type: MultipleChoice

Training cost is \$3,000 and a project required an initial investment of \$12,000. If the project yields monthly savings of \$1,800 beginning after 3 months, What is the payback period in months (before money costs and taxes)?

Options:

- A- 4.17
- B- 8.33
- C- 11.33
- D- 28.28

Answer:

C

Question 13

Question Type: MultipleChoice

A 5 Why Analysis is used to help identify possible defect causes when which one of the below listed tools is created?

Options:

- A- Fishbone Diagram
- B- SIPOC
- C- X-Y Matrix
- D- Pareto Chart

Answer:

A

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