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Question 1

Question Type: MultipleChoice

The formula $Y = f(X_n)$ is a method of expressing the concept that the output of a process is a function of all the _____?

Options:

- A- Materials and labor
- B- Inputs to the process
- C- Line personnel and direct supervision
- D- Employees of the company

Answer:

B

Question 2

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 3

Question Type: MultipleChoice

The Pareto Chart is a tool that displays data that typically follows what ratio?

Options:

A- 70:30

B- 80:20

C- 90:10

D- 95:5

Answer:

B

Question 4

Question Type: MultipleChoice

Which of the following would likely be a CTQ (Critical-to-Quality) for the purchase of a service?

Options:

A- Documentation is clear

- B- Was timely in delivery
- C- Required no redo
- D- All of these answers are correct

Answer:

D

Question 5

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 6

Question Type: MultipleChoice

Y, the output of a process, is the _____ variable while X_n , the various inputs to a process, are the _____ variables.

Options:

A- Independent, dependent

B- Individual, multiple

C- Sole, multiple

D- Dependent, independent

Answer:

D

Question 7

Question Type: MultipleChoice

Benefits and working conditions would be primarily the concern of which of the following?

Options:

A- Voice of the Customer

B- Voice of the Employee

C- Voice of the Business

D- Voice of the Process

Answer:

B

Question 8

Question Type: MultipleChoice

Voice of the Business is a Lean Six Sigma technique to determine the needs and wants of the _____ of the business.

Options:

A- Owners

B- Managers

C- Debt holders

D- Staff

Answer:

A

Question 9

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

Question 10

Question Type: MultipleChoice

The ROI for a project is a measurement metric that stands for _____ and is one of the methods used to measure the success of a Lean Six Sigma project.

Options:

- A- Return on Investment

- B- Recognition of Innovation
- C- Recovery of Investment
- D- Return on Inventory

Answer:

A

Question 11

Question Type: MultipleChoice

Training cost \$2,500 and a project required an initial investment of \$23,500. If the project yields monthly savings of \$2,500 beginning after 4 months, what is the payback period in months (before money costs and taxes)?

Options:

- A- 7.2
- B- 10.4
- C- 14.4

D- 28.8

Answer:

C

Question 12

Question Type: MultipleChoice

Six Sigma refers to a process whose output has 100% of its data points within 8 Standard Deviations from the Mean.

Options:

A- True

B- False

Answer:

A

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