

EXAMTOPICS

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What does the Six Sigma mean?

- A. ultimately reduces process costs
- B. decreases customer satisfaction
- C. is a methodology for process improvement
- D. is a statistical concept that seeks to find variation in processes
- E. all of the above

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

What do Data driven processes mean?

- A. are heavily based on intuition
- B. rely heavily on the experience of the process owners
- C. are based on statistical data, measurement and metrics
- D. do NOT rely on mathematical models

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Beta testing is the act of implementing a new idea, system or product on a large scale, controlled environment within the entire organization.

- A. True
- B. False

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

A process that performs at a 6 sigma level:

- A. is considered statistically 'perfect'
- B. has 3.4 defects per million opportunities
- C. operates at a 99.99966% accuracy
- D. all of the above

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

The statistical difference between a process operating at a 5 sigma level and a process operating at a 6 sigma level is markedly different when it comes to the number of defects present.

- A. True
- B. False

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

A Six Sigma level is calculated by which of the following equations:

- A. $(\text{Opportunities} - \text{Defects}) / \text{Opportunities} \times 100$
- B. $(\text{Opportunities} + \text{Defects}) / \text{Opportunities} \times 100$
- C. $(\text{Defects} - \text{Opportunities}) / \text{Defects} \times 100$
- D. $(\text{Defects} + \text{Opportunities}) / \text{Defects} \times 100$

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

When prioritizing Six Sigma projects within an organization:

- A. The project with the statistically lowest sigma level should always be prioritized
- B. The project with the highest potential cost savings should always be prioritized.
- C. The project with the highest potential customer satisfaction increase should always be prioritized.
- D. All of the above should be considered and statistically researched before choosing the best option for the organization at hand.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

What does the Value Stream mean?

- A. is the sequence of all items, events and people required to produce an end result.
- B. is used to identify areas of concern, waste and improvement.
- C. Neither A nor B
- D. Both A and B

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

An organization that fully adopts the Six Sigma methodology:

- A. completes a few Six Sigma Projects and reaps the financial benefits
- B. continuously measures and improves processes indefinitely
- C. improves upon a few processes then moves on
- D. identifies and prioritizes areas of opportunity once or twice a year

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which of the following is NOT an example of a common challenge of the Six Sigma Methodology within an organization?

- A. lack of support
- B. poor project execution
- C. excess resources
- D. lack of access to data

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Which of the following is NOT an end goal of BOTH quality improvement programs and continuous process improvement?

- A. Achieving a specific set goal
- B. Reducing errors and defects
- C. Improving efficiency
- D. Improving profits

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Six Sigma Teams use the _____ method when improving a product or process that already exists, and the _____ method when developing a new product or process.

- A. DMAAC, DMAAV
- B. DMAAV, DMAAC
- C. DMAIC, DMADV
- D. DMADV, DMAIC

Suggested Answer: C

Currently there are no comments in this discussion, be the first to comment!

Errors and costs _____ as sigma levels _____.

- A. increase, increase
- B. increase, decrease
- C. decrease, decrease

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Order the correct steps of the Demming Cycle:

- A. Plan, Do, Check, Act
- B. Plan, Act, Do, Check
- C. Act, Do, Check, Plan
- D. Plan, Check, Do, Act

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

The Motorola company is credited with the origin of the Six Sigma Methodology.

- A. True
- B. False

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which of the following is considered the father of Six Sigma?

- A. Jack Welch
- B. Mikel Harry
- C. Richard Schroeder
- D. Bob Galvin

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which of the following is NOT a common misconception of the Six Sigma Methodology?

- A. Six Sigma can fix anything.
- B. Six Sigma is too expensive.
- C. Six Sigma is concerned with metrics and ignores common sense.
- D. Six Sigma aims to reduce defects in hopes of increasing profitability.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Which of the following correctly orders the Six Sigma Certification Belt levels from lowest to highest?

- A. Green, Master Black, Yellow, White
- B. Master Black, Black, Green, Yellow, White
- C. White, Yellow, Green, Black, Master Black
- D. White, Yellow Black, Master Black, Green

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Which of the following is NOT a component of Six Sigma Yellow Belt Training?

- A. Advanced Project and Team Management Skills
- B. Data collection
- C. Basic Quality Tools
- D. Six Sigma Roles

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which of the following Belt Levels usually require a Six Sigma Project be completed before a Six Sigma Certification is awarded?

- A. White Belt
- B. Yellow Belt
- C. Green Belt
- D. Black Belt
- E. Master Black Belt
- F. None of the Above
- G. All of the above

Suggested Answer: *G*

Currently there are no comments in this discussion, be the first to comment!

Lean principles often go hand-in-hand with Six Sigma principles.

- A. True
- B. False

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which of the following is NOT a similarity between Lean and Six Sigma concepts?

- A. They are both concerned with continuous improvement.
- B. They both seek to increase instances of waste within an organization.
- C. They are both concerned with an overall culture of quality rather than single events that increase quality and decrease defects.

Suggested Answer: C

Currently there are no comments in this discussion, be the first to comment!

Which of the following is NOT a key element of TQM (Total Quality Management) initiatives?

- A. Teamwork
- B. Ethics
- C. Integrity
- D. Ingenuity

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

According to the TQM mentality, the entire organization is only as strong as the _____ element.

- A. strongest
- B. weakest
- C. least productive
- D. most productive

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which of the following is NOT a continuous process improvement technique?

- A. Six Sigma Methodologies
- B. Lean
- C. TQM (Total Quality Management)
- D. BPR (Business Process Reengineering)

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Which of the following methods seeks to effect positive change in processes and organizations by using a set of practical tools to address business issues and process problems?

- A. BPR (Business Process Reengineering)
- B. TQM (Total Quality Management)
- C. Rummler-Brache
- D. Six Sigma Methodologies
- E. Lean
- F. This statement can apply to more than one of the above.

Suggested Answer: *F*

Currently there are no comments in this discussion, be the first to comment!

Which of the following shows phases of the Rummler-Brache Method in the correct order?

- A. Definition, Implementation, Improvement Planning, Management of Process
- B. Definition, Improvement Planning, Implementation
- C. Improvement Planning, Definition, Analysis and Design, Implementation, Management of Process
- D. Definition, Improvement Planning, Analysis and Design, Implementation, Management of Process

Suggested Answer: C

Currently there are no comments in this discussion, be the first to comment!

Scrum is used:

- A. When teams want to create new technical products
- B. when teams want to integrate new developments on existing products within a short time frame
- C. All of the above
- D. None of the above

Suggested Answer: *C*

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Jumpstart is a fast-paced method for identifying problems and solutions in a single session that can be used within other methods such as Rummler-Brache, Scrum, and TQM.

- A. True
- B. False

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

The Six Sigma process improvement method should be chosen when:

- A. facing a known problem
- B. problems are defined and contained
- C. solving complex problems
- D. costs are loosely tied to processes.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Which of the following is the main feature of MSA (Measurement System Analysis)?

- A. It helps to measure the system of continuing production.
- B. This is the method of analyzing accurate measurement system.
- C. This method is used for the purpose of block measurement.
- D. None of these.

Suggested Answer: B

Measurement System Analysis is the process of verifying or properly analyzing the data collected from measurement and inspection of various companies.

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Which among the following is true about Process Capability Index (PCI)?

- A. This is the process of calculating gross production capability of a company.
- B. This is an index, which shows the least production ability of a process.
- C. An Index, which shows the capability of a process for sufficient production.
- D. An Index, showing the target production of a process.

Suggested Answer: C

Process Capability index shows the capability of a process that it can produce sufficiently as per the requirements within the limited time.

Currently there are no comments in this discussion, be the first to comment!

What is an EWMA (Exponentially Weighted Moving Average) Chart?

- A. It is a Control Chart.
- B. It is a Measurement Chart.
- C. It is a Growth Chart.
- D. None of these.

Suggested Answer: A

An Exponentially Weighted Moving Average Chart is a control chart which monitors any business's entire history of output. It uses variables or attributes - type data.

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The chart is used for rearrangement of time, when any change is detected in a process.

- A. IPWA Chart
- B. CWMA Chart.
- C. EWMA Chart.
- D. CUSUM Chart.

Suggested Answer: D

CUSUM Chart is used to detect changes in any process. This chart is generally used for identifying the change and rearrangement of time to fulfill the requirement of production

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What is the method of ACCEPTANCE SAMPLING used for?

- A. This method is used for new product sampling.
- B. The method includes acceptance and rejection of products by inspection.
- C. To make a nonconforming product conforming this method is applied.
- D. None of the above.

Suggested Answer: B

ACCEPTANCE SAMPLING method is used at inspection of products to identify the good and bad items within the lots and also accepting and rejecting the products.

Currently there are no comments in this discussion, be the first to comment!

What is an OC Curve in sampling process?

- A. A diagram representing the probability of acceptance for a lot.
- B. A curve which indicates the percentage of bad quality products in a lot.
- C. A diagram which indicates the rate of production per day.
- D. None of these.

Suggested Answer: A

An OC Curve is a diagram which shows the probability of acceptance of a lot in sampling process.

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