

**EXAMTOPICS**

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## **CERTIFICATION TEST**

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When a process has proven itself to function at a Six Sigma level this means there are less than \_\_\_\_\_ defects per million opportunities.

- A. 1.7
- B. 2.6
- C. 3.4
- D. 10

**Suggested Answer: C**

Community vote distribution



**Mony67** 8 months ago



**Selected Answer: C**

ACCORDING TO TOYOTA

upvoted 1 times



**Nayefibrahim** 3 years ago



**Selected Answer: C**

Page 9 | <https://www.sixsigmacouncil.org/wp-content/uploads/2018/09/Lean-Six-Sigma-Yellow-Belt-Certification-Training-Manual-CSSC-2018-06b.pdf>

upvoted 1 times





### Question #2

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

- A. True
- B. False

Suggested Answer: B



**AlistairKT** 2 years, 7 months ago



99.97%

upvoted 1 times



### Question #3

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, v money costs and taxes)?

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

Suggested Answer: C

Community vote distribution



**Nayefibrahim** 3 years ago



**Selected Answer: C**

$(\$3,000 + \$12,000) / \$1,800 + 3 \text{ Months}$

upvoted 1 times



### Question #4

The ROI for a project is a measurement metric that stands for Return on Investment and is one of the methods used to measure the success of a Lean Six S

- A. True

B. False

**Suggested Answer: A**

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

#### Question #5

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

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

**Suggested Answer: B**

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

#### Question #6

Voice of the Customer is a Lean Six Sigma technique to determine the \_\_\_\_\_ attributes of a product or service.

- A. Desirable
- B. Beneficial
- C. Critical-to-Quality
- D. Preferred

**Suggested Answer: C**

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

#### Question #7

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

- A. Voice of the Customer
- B. Voice of the Employee
- C. Voice of the Business
- D. Voice of the Process

**Suggested Answer: B**

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

#### Question #8

In the expression  $Y = f(X_n)$  Y, the output, is the \_\_\_\_\_ variable and  $X_n$ , the inputs, are the \_\_\_\_\_ variables.

- A. Independent, dependent
- B. Individual, multiple
- C. Sole, multiple
- D. Dependent, independent

**Suggested Answer: D**

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

#### Question #9

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

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

**Suggested Answer: D**

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

#### Question #10

Which of the following would likely not be a CTQ (Critical-to-Quality) for the purchase of a product?

- A. Functionality
- B. Durability
- C. Dependability
- D. None

**Suggested Answer: D**

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

#### Question #11

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

- A. 70:30
- B. 80:20
- C. 90:10
- D. 95:5

**Suggested Answer: B**

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

#### Question #12

Al bought a handheld GPS from his local electronics store. When he entered an address it would not function. For the manufacturer of the GPS this would

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

**Suggested Answer: C**

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

#### Question #13

Which of the following is a method of expressing the concept that the outputs of a process are a function of all the inputs to the process?

- A.  $Y = f(X_n)$
- B.  $RTY > 90\%$
- C. Yield = Effort
- D. Flow = Demand

**Suggested Answer: A**

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

#### Question #14

When we create a Process Map and want to depict an action step in the process we would use the \_\_\_\_\_ symbol.

- A. Diamond
- B. Circle
- C. Ellipse
- D. Rectangle

**Suggested Answer: D**

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

#### Question #15

Question #15

A Belt has determined that the loan application does not need to be reviewed by accounting thereby improving the number of applications a loan processor Quality (COPQ) definitions RTY improvement would be considered \_\_\_\_\_.

- A. Downsizing savings
- B. Hard savings
- C. Soft savings
- D. Median savings

**Suggested Answer:** B

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

Question #16

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 m

- A. True
- B. False

**Suggested Answer:** B

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

Question #17

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

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

**Suggested Answer:** B

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

Question #18

As a Belt created a Process Map he realized there were multiple departments involved in this process so he added a feature to the map called \_\_\_\_\_

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

**Suggested Answer:** B

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

Question #19

As we conceive and define a LSS project one of the overriding things we hope to accomplish is to reduce the \_\_\_\_\_.

- A. Work force
- B. Number of process steps
- C. Inventory
- D. Cost of Poor Quality

**Suggested Answer:** D

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

Question #20

The Value Chain in an organization is the sum total of all the processes which occur in the business to take inputs and turn them into customer desired out

- A. True
- B. False

**Suggested Answer: A**

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

#### Question #21

A key metric in Six Sigma is the DPMO which stands for \_\_\_\_\_?

- A. Delayed production metrics output
- B. Defects by management oversight
- C. Defects per million opportunities
- D. Developed production management oversight

**Suggested Answer: C**

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

#### Question #22

Cycle Time, Defects, Scrap Cost and Safety are examples of business metrics or commonly referred to as which of the following?

- A. Defects per Unit
- B. Key Performance Indicators
- C. Impediments to Flow
- D. Hidden Costs

**Suggested Answer: B**

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

#### Question #23

To construct a Fishbone Diagram and capture all the issues of interest it is best if your team uses the \_\_\_\_\_ approach.

- A. Graphical
- B. Data collection
- C. Shewhart
- D. Brainstorming

**Suggested Answer: D**

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

#### Question #24

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

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

**Suggested Answer: A**

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

#### Question #25

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

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

Suggested Answer: A

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

Question #26

At the start of a project we are told to `walk the process` from beginning to the end. We do this to \_\_\_\_\_.

- A. Meet the workers
- B. Draft a Process Map
- C. See what inventory is involved
- D. Check the repair stations

Suggested Answer: B

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

Question #27

The `Method` category of Root Causes on a Fishbone Diagram is primarily used to generate ideas as to the possible causes for defects by the \_\_\_\_\_

- A. Inventory management
- B. Effects of the environment
- C. Way work is done
- D. Parts or forms used

Suggested Answer: C

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

Question #28

When we create a Process Map we use a \_\_\_\_\_ to show the direction of work flow.

- A. Solid line arrow
- B. Dashed line arrow
- C. Series of dots
- D. Double lines

Suggested Answer: A

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

Question #29

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 DOCUMENTED.

- A. True
- B. False

Suggested Answer: B



**mini0616** 1 year, 3 months ago



What you THINK it is, What the SUPPLIER wants and What it SHOULD be.

upvoted 1 times



**Aleksandr21** 3 years, 7 months ago



5 What should be, as I remember.

upvoted 2 times





#### Question #30

One of the primary deliverables from performing a SIPOC is to begin to understand which inputs have the greatest affect on the \_\_\_\_\_ most valu

- A. Business's
- B. Employee's
- C. Management's
- D. Customer's

**Suggested Answer:** *D*

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

#### Question #31

A Macro Process Map may map a process showing the entire activities of a department and can likely be broken into many Micro Process Maps showing activities of the department.

- A. True
- B. False

**Suggested Answer:** *A*

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

#### Question #32

SIPOC stands for Suppliers, Inputs, \_\_\_\_\_, Output and Customers.

- A. Production
- B. Process
- C. Products
- D. Presentation

**Suggested Answer:** *B*

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

#### Question #33

As we begin to describe the things occurring with our process through a Process Map we begin to see some steps that are NVA which stands for \_\_\_\_\_

- A. Non-value add
- B. No violation allowed
- C. Non-value actions
- D. Next vehicle action

**Suggested Answer:** *A*

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

#### Question #34

As we identify customer and supplier requirements for a SIPOC we are urged to use the RUMBA approach which stands for Reasonable, Understandable, \_\_\_\_\_, Believable and Achievable.

- A. Manageable

- A. Manageable
- B. Massive
- C. Memorable
- D. Measurable

**Suggested Answer: D**

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

#### Question #35

Inputs that may affect your process to some degree but are not critical, are difficult to quantify and are random in nature are referred to as \_\_\_\_\_.

- A. Nuisance
- B. Noise
- C. Pests
- D. Elusive

**Suggested Answer: B**

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

#### Question #36

Long-term Data represents all the variation that one can expect to experience from the output of the subject process.

- A. True
- B. False

**Suggested Answer: A**

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

#### Question #37

The temperature of a liquid is being measured by a line operator. Which is least likely to be influenced by the instrument?

- A. Recording the measurement
- B. Actual temperature of the liquid
- C. Calibration of the instrument
- D. Reading of the instrument

**Suggested Answer: A**

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

#### Question #38

One of the primary benefits of your team working together to create an X-Y Diagram is that the data collected from this exercise is accurate and certain.

- A. True
- B. False

**Suggested Answer: B**

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

#### Question #39

Measurement System Analysis is a procedure used to quantify variation of the method or system used for taking measurements and used to assure usable

- A. True
- B. False

**Suggested Answer: A**

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

#### Question #40

A Belt gathered the following defect data for a trouser production line and wanted to assemble it into a Pareto Chart. The correct order from left to right is

Data: Cutting 29 -

Forming 43 -

Stitching 17 -

Sealing 51 -

- A. Sealing, Forming, Cutting, Stitching
- B. Cutting, Stitching, Sealing, Forming
- C. Stitching, Forming, Cutting, Sealing
- D. Forming, Cutting, Sealing, Stitching

**Suggested Answer: A**

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

#### Question #41

One of the primary objectives of constructing an X-Y Diagram is to separate the vital few X's from the trivial many X's.

- A. True
- B. False

**Suggested Answer: A**

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

#### Question #42

Stability, Bias and Linearity define the \_\_\_\_\_ of a Measurement System.

- A. Sensitivity
- B. Repeatability
- C. Accuracy
- D. Precision

**Suggested Answer: C**

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

#### Question #43

A tool we use to identify possible failures (defects) in our process and the impact they may have is the \_\_\_\_\_.

- A. Shewhart Analysis
- B. Juran Journey
- C. FMEA
- D. SIPOC

**Suggested Answer: C**

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

#### Question #44

The RPN or Risk Priority Number is used to rank the various Failure Modes as to their impact on the output of the subject process.

- A. True
- B. False

**Suggested Answer: A**

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

#### Question #45

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.



**Suggested Answer: A**

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

#### Question #49

As part of a Visual Factory plan \_\_\_\_\_ are created and utilized to identify areas in need of cleaning and organization.

- A. Flashing lights
- B. Soft horns
- C. Kanban cards
- D. Operator announcement programs

**Suggested Answer: C**

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

#### Question #50

One of the 5S approaches to eliminating waste is to minimize work activities that are out of the ordinary thereby requiring unusual decisions and actions t  
This 5S tool is called \_\_\_\_\_.

- A. Standardizing
- B. Scheduling
- C. Sustaining
- D. Sorting

**Suggested Answer: A**

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

#### Question #51

The Control Plan is the road map to sustaining the improvements made through the Lean Six Sigma project and should therefore involve keeping the \_\_\_\_  
supporting the Response Plan.

- A. X-Y Diagram
- B. Shewhart Chart
- C. FMEA
- D. Customer Service Plan

**Suggested Answer: C**

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

#### Question #52

To minimize waste through the application of Lean Principles we do which of the following?

- A. Organize tools and raw materials
- B. Keep the work area clean and organized
- C. Maintain a proper volume of inventory at hand
- D. All of these answers are correct

**Suggested Answer: D**

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

#### Question #53

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  
\_\_\_\_\_.

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

Suggested Answer: A

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

Question #54

An important factor in a viable Control Plan is to determine who, when and to what level various personnel must be \_\_\_\_\_ to maintain the improvement.

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

Suggested Answer: C

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

Question #55

Upon completion of a project a Belt must complete the \_\_\_\_\_ then transfer responsibility for this to the Process Owner.

- A. Final Process Map
- B. Project Timesheet
- C. Team Briefing Paper
- D. Documentation Plan

Suggested Answer: D

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

Question #56

Systems and structures are the basis for allowing people to change their behaviors permanently and are accomplished through which of the following?

- A. Documented performance objectives
- B. Defined procedures
- C. Accurate job descriptions
- D. Incentive compensation
- E. All of these answers are correct

Suggested Answer: E



**omarplastech** 4 years, 6 months ago



E is the correct answer  
 upvoted 3 times



Question #57

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

- 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

Suggested Answer: C

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

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#### Question #58

To reduce the people or operator introduced defects into a process it is best if a Belt can design and implement a means of \_\_\_\_\_ into the process.

- A. Measurement automation
- B. Operator alertness
- C. Full Automation
- D. Constant supervision

**Suggested Answer:** C

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

#### Question #59

A Monitoring Plan put into place at the conclusion of a project will provide for adequate systems with key metric readouts indicating out-of-spec conditions.

- A. True
- B. False

**Suggested Answer:** A

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

#### Question #60

When a process has proven itself to function at a Six Sigma level this means there are less than 3.4 defects per \_\_\_\_\_ opportunities.

- A. Hundred
- B. Thousand
- C. Million
- D. Billion

**Suggested Answer:** C

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

#### Question #61

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

- A. True
- B. False

**Suggested Answer:** A

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

#### Question #62

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, how many months (before money costs and taxes)?

- A. 7.2
- B. 10.4
- C. 14.4
- D. 28.8

**Suggested Answer:** C

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

#### Question #63

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.

- A. Return on Investment

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

**Suggested Answer: A**

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

#### Question #64

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

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

**Suggested Answer: B**

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

#### Question #65

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

- A. Owners
- B. Managers
- C. Debt holders
- D. Staff

**Suggested Answer: A**

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

#### Question #66

Y, the output of a process, is the \_\_\_\_\_ variable while Xn, the various inputs to a process, are the \_\_\_\_\_ variables.

- A. Independent, dependent
- B. Individual, multiple
- C. Sole, multiple
- D. Dependent, independent

**Suggested Answer: D**

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

#### Question #67

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

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

**Suggested Answer: D**

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

#### Question #68

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

- A. Documentation is clear
- B. Was timely in delivery
- C. Required no redo
- D. All of these answers are correct

Suggested Answer: D

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

Question #69

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

- A. 70:30
- B. 80:20
- C. 90:10
- D. 95:5

Suggested Answer: B

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

Question #70

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 by the manufacturer of the camera this would be categorized as what type of cost?

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

Suggested Answer: A

  **ChrisZee** 2 years, 3 months ago  
  
Correct, external as it already reached the customer  
   upvoted 1 times

     **sj20201969** 4 years, 10 months ago  
  
I would have thought this external as it is now with the customer?  
   upvoted 2 times  
  

                                                   

Question #71

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 \_\_\_\_\_?

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

Suggested Answer: B