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QUESTION 1

A process can be defined as a repetitive and systematic series of steps or activities where inputs are modified or assembled to achieve a customer desired result.

A. True

B. False

Correct Answer: A

QUESTION 2

A Belt gathered the following defect data for a shoe production line and wanted to assemble it into a Pareto Chart. The correct order from left to right in the chart would be: Data: Cutting38 Forming17 Stitching56 Sealing42

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

Correct Answer: C

QUESTION 3

Due to excessive pollution, GREEN Solutions Inc. is considering subsidizing public transportation to work for its employees. According to the manager it takes an average weekday commute of 39 minutes with a Standard Deviation of 7 minutes for the employees to get to work while they use their personal vehicles for their office commute while the management set a policy of not more than 40 minutes for their daily one-way commute. A survey conducted one day on 70 employees showed an average of 34 minutes commuting time using the metro public transportation system with a Standard Deviation of 21 minutes. Assuming a Normal Distribution for the commute times by either personal or public transportation, which of these is true?

A. The probability that they would arrive on time using personal vehicles is much higher than using the metro public transportation system (MPTS)

B. The probability that they would arrive on time using the MPTS is much higher than using their personal vehicles

- C. The two probabilities are about the same excepting in one case the consistency is higher than the other
- D. We need to compile more data around weekends to incorporate for traffic differences

E. When Standard Deviation is higher the probability goes down and so the MPTS is worse

Correct Answer: B



QUESTION 4

The Purchase Orders for Glenn Manufacturing Company were being copied by an employee and sent to four different departments yet only one department took an action based on the information in the PO. This is an example of

- A. External Failure Costs
- **B.** Appraisal Costs
- C. Internal Failure Costs
- **D.** Prevention Costs

Correct Answer: C

QUESTION 5

The Accuracy of a Measurement System addresses _____

- A. Stability, Bias and Linearity
- B. Repeatability and Reproducibility
- C. Stability and Sensitivity
- D. Precision and Sensitivity
- Correct Answer: A

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