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QUESTION 1

With a Fishbone Diagram we use the legs to define each source of a potential defect and along the legs we enter each potential means by which a defect could be introduced into our process.

Α.	True

B. False

Correct Answer: A

QUESTION 2

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
- Correct Answer: D

QUESTION 3

The measure which helps to understand the spread of variation is called as _____.

A. Quartile 1

- B. Cpk
- C. Mode
- D. Variance

Correct Answer: D

QUESTION 4

Six sigma helps in:

- A. reducing variation, removing waste and improving the process
- B. improving the PandL
- C. understanding customer specifications and billing the customer for the expenses



D. reviewing the process from time to time and increasing profitability

Correct Answer: A

QUESTION 5

Process flow improvement steps would normally include:

- A. Analyzing each step in detail
- B. Asking what are the significant few
- C. Asking what are the trivial many
- D. The use of Pareto diagrams

Correct Answer: A

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