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QUESTION 1

Which technique is a structured, facilitated technique, where all team members participate by individually ranking ideas and then achieve consensus by combining the individual rankings?

- A. Nominal Group Technique
- B. Affinity Diagram
- C. Cause and Effect Diagram
- D. Control Chart

Correct Answer: A

QUESTION 2

The concept of "just in time", as pioneered by Toyota, is only applicable to inventory control.

- A. True
- B. False

Correct Answer: B

QUESTION 3

Constructive criticism should incorporate all of the following tactics, EXCEPT:

- A. Have the facts
- B. Always have another manager in the room
- C. Be specific on expectations
- D. Be prepared to help the worker improve their performance
- E. All of the above

Correct Answer: B

QUESTION 4

Special concerns during acceptance testing of software developed by a vendor are:

- A. Meets Specifications
- B. Adequate Test Data



C. Preparation for Operation

D. On Time

E. All of the above

Correct Answer: E

QUESTION 5

What company developed the concept known as "Six Sigma Quality"?

A. IBM

B. Microsoft

C. Infosys

D. Apple

E. Motorola

Correct Answer: E

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