



CSSGB^{Q&As}

Six Sigma Green Belt

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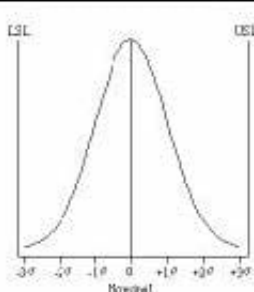
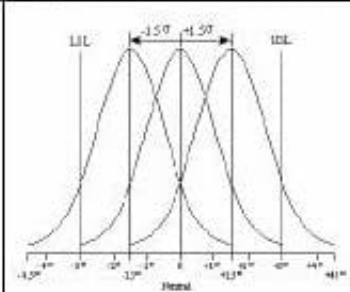
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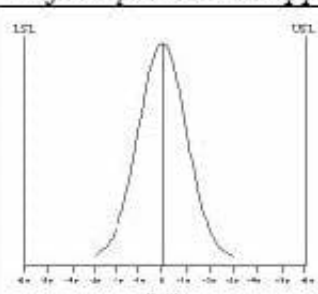
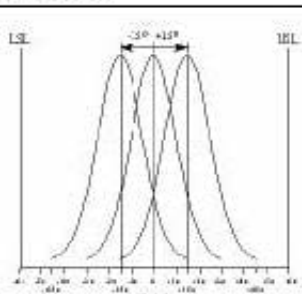
**QUESTION 1**

Explain the origin of the “6” and “3.4” in Six Sigma management. Use a diagram that includes the Voice of the Customer and the Voice of the Process.

Correct Answer: Check the answer in explanation.

<i>Voice of Customer equals Voice of Process</i> - Process is stable and centered on nominal. - 0.0 sigma shift in the mean results in 2,700 DPMO.	<i>Voice of Customer equals Voice of Process</i> - Process is stable. - 1.5 sigma shift in the mean results in 66,807 DPMO.
	

Through the continuous process improvement, the variation of process is reduced. Thus, the relationship between Voice of Customer and Voice of Process moves to a better level, Voice of Process is half the Voice of Customer, that is --- the process improves from a 3-sigma process to a 6-sigma process.

<i>Voice of Process is half Voice of Customer</i> - Process is stable and centered on nominal. - 0.0 sigma shift in the mean results in 2 defects per billion opportunities.	<i>Voice of Process is half Voice of Customer</i> - Process is stable. - 1.5 sigma shift in the mean results in 3.4 DPMO.
	

QUESTION 2

In most cases, an improvement team receives the least control and direction during which of the following stages?

- A. Forming
- B. Storming



C. Performing

D. Norming

Correct Answer: C

QUESTION 3

A pictorial diagram showing possible causes (process inputs) for a given effect (process outputs). It is also referred to as the "Ishikawa diagram" or "fishbone diagram."

A. Standard Deviation

B. Cause and Effect Diagram

C. Random Experiment

D. Scatter Diagram

Correct Answer: B

QUESTION 4

One of the metrics commonly used in Lean Six Sigma is DPU. This acronym stands for _____.

A. Deferred planned usage

B. Defects per unit

C. Decreased production utilization D. Downtime per unit

Correct Answer: B

QUESTION 5

Give an example of a project charter. Label each of the 5 parts of the project charter.

Correct Answer: Decrease (direction) of the number of customer complaints (CTQ measure) caused by at-home repairs (process) from 20 per day to 0 per day (CTQ target) by March 1, 2004 (deadline).

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