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QUESTION 1

The 80:20 rule is associated with which of these tools?

- A. Pareto Chart
- B. Simon's Cross-Functional Tool
- C. SIPOC
- D. Framing Tool

Correct Answer: A

QUESTION 2

A 2³ full factorial design can be physically represented by which shape?

- A. square
- B. cube
- C. rectangle
- D. circle
- E. none of the above

Correct Answer: B

QUESTION 3

A customer satisfaction program was started on the right foot and has gone very well for the last year or so. The company should:

- A. Look to improve the program, with new customer input
- B. Do nothing with the program, it's not broken
- C. Form a manager's group to add new wrinkles to the program
- D. Concentrate on long term customers

Correct Answer: A

Even though the customer satisfaction program has gone well for a certain time frame, one still must continue to listen to the customer. Answer b, to do nothing, would probably not keep your company competitive. Answer c, forming a manager's group, is too restrictive. It permits internal people to formulate external customer expectations. Answer d is too restrictive for a variety of reasons. Lack of growth could be one of them.



QUESTION 4

What type of data is in the above matrix?

Correct Answer: Classification type attribute data

QUESTION 5

A 23 full factorial design with 2 replications per cell requires runs.

- A. 2
- B. 3
- C. 4
- D. 8
- E. 16

Correct Answer: E

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