



# CSSGB<sup>Q&As</sup>

Six Sigma Green Belt

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**QUESTION 1**

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

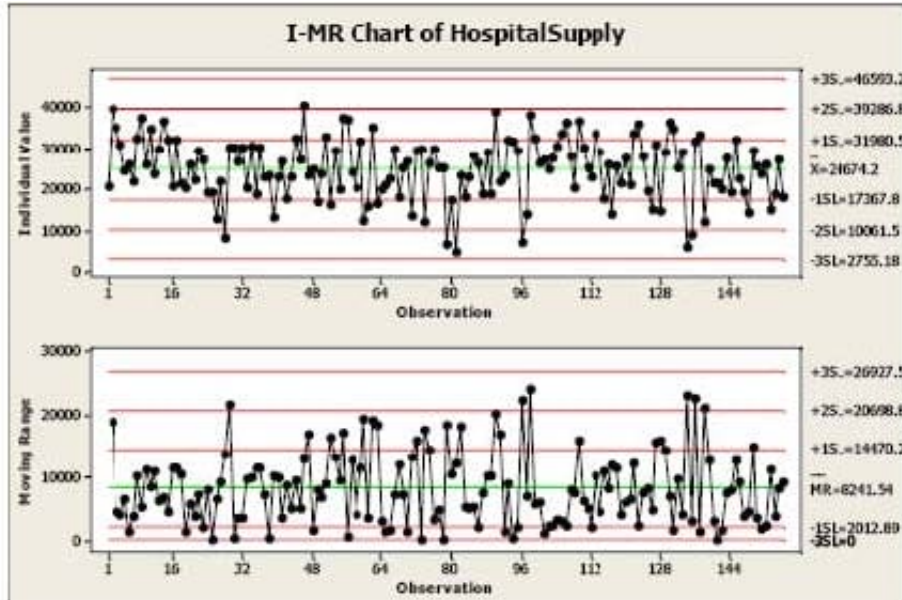
Correct Answer: B

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**QUESTION 2**

Use Minitab to construct a control chart for the above data.

Correct Answer: Check the answer in explanation.

**QUESTION 3**

When giving instructions to those who will perform a task, the communication process is completed:

- A. When the worker goes to his work station to do the task



- B. When the person giving the instruction has finished talking
- C. When the worker acknowledges these instructions by describing how he/she will perform the task
- D. When the worker says that he/she understands the instructions

Correct Answer: C

The best communication process allows for effective feedback. The most comprehensive feedback from the four choices is answer c.

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#### QUESTION 4

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.

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#### QUESTION 5

The following Business Case is constructed properly.

"During fiscal year 2008 the warranty returns for electric razor Model 312 were 1.3%. This represents a gap of 0.5% over target costing the company \$18,500 per month."

- A. True
- B. False

Correct Answer: A

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