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QUESTION 1

A Belt has determined that the loan application does not need to be reviewed by accounting thereby improving the number of applications a loan processor can handle. According to Cost of Poor Quality (COPQ) definitions RTY improvement would be considered _____.

- A. Downsizing savings
- B. Hard savings
- C. Soft savings
- D. Median savings

Correct Answer: B

QUESTION 2

SIPOC stands for Suppliers, Inputs, _____, Output and Customers.

- A. Production
- B. Process
- C. Products
- D. Presentation

Correct Answer: B

QUESTION 3

Which element of waste best refers to “having to fix a defect”?

- A. Waiting
- B. Motion
- C. Inventory
- D. Correction

Correct Answer: D

**QUESTION 4**

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.

- A. True
- B. False

Correct Answer: A

QUESTION 5

A Belt gathered the following defect data for a coat production line and wanted to assemble it into a Pareto Chart. The correct order from left to right in the chart would be:

Data: Cutting 37

Forming 51

Stitching 82

Sealing 27

- A. Forming, Sealing, Stitching, Cutting,
- B. Cutting, Stitching, Sealing, Forming
- C. Stitching, Forming, Cutting, Sealing
- D. Forming, Cutting, Sealing, Stitching

Correct Answer: B

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