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QUESTION 1

Cycle Time, Defects, Scrap Cost and Safety are examples of business metrics or commonly referred to as which of the following?

- A. Defects per Unit
- B. Key Performance Indicators
- C. Impediments to Flow
- D. Hidden Costs

Correct Answer: B

QUESTION 2

A Lean Principle that states the process of eliminating waste is a continual process requiring one to always be on the lookout for ways to reduce the seven elements of waste is known as _____ .

- A. Ishikawa
- B. Kaizen
- C. Kanban
- D. Muda

Correct Answer: B

QUESTION 3

Which of the following are needed to calculate the process capability index, Cp?

- A. The specification limits and the Mean
- B. The specification limits and σ (Sigma Cap)
- C. The process Mean and σ (Sigma Cap)
- D. The upper and lower specification limits

Correct Answer: D

Reference: https://en.wikipedia.org/wiki/Process_capability_index



QUESTION 4

To construct a Fishbone Diagram and capture all the issues of interest it is best if your team uses the _____ approach.

- A. Graphical
- B. Data collection
- C. Shewhart
- D. Brainstorming

Correct Answer: D

QUESTION 5

Training cost is \$3,000 and a project required an initial investment of \$12,000. If the project yields monthly savings of \$1,800 beginning after 3 months, what is the payback period in months (before money costs and taxes)?

- A. 4.17
- B. 8.33
- C. 11.33
- D. 28.28

Correct Answer: C

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