CSSGB^{Q&As}

Six Sigma Green Belt

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QUESTION 1

The Accuracy of a Measurement System addresses _____.

A. Stability, Bias and Linearity

B. Repeatability and Reproducibility

C. Stability and Sensitivity

D. Precision and Sensitivity

Correct Answer: A

QUESTION 2

A correlation analysis is used to provide a numeric value for which of the following types of relationships between two variables?

A. Random

B. Linear

C. Curvilinear

D. Causation

Correct Answer: B

QUESTION 3

The data on SPC charts are typically constructed such that they have the most recent data point on the right hand side.

A. True

B. False

Correct Answer: A

QUESTION 4

Create a service example to explain rolled throughput yield, DPO, DPMO, process sigma.

Correct Answer: Check the answer in explanation.

A service has 4 steps and each step has only one opportunity for a defect. The yield of step 1 is 0.99, the yield of step 2 is 0.95, the yield of step 3 is 0.99, and the yield of step 4 is 0.97.

The four steps are independent of each other. What is the rolled throughput yield (RTY), the DPO, the DPMO, and the

process sigma?

RTY=.99x.95x.99x.97=.903 DPO=1.0-RTY=.097 DPMO=97,000 Process Sigma=approx 2.8

QUESTION 5

A set of values or items selected from some population.

A. Factors

B. Alpha Risk

C. Sample

D. Sample Size

Correct Answer: C

QUESTION 6

Countable observations, for example, number of defects.

A. Sample Size

B. Attribute Data

C. Discrete Data

D. Variable Data

Correct Answer: C

QUESTION 7

A 23 full factorial design with 2 replications provides information about:

A. main factor effects

B. two way interactions

C. three way interaction

D. all of the above

Correct Answer: D

QUESTION 8

On surveys from customers, what do high customer satisfaction numbers NOT indicate?

A. Customer satisfaction

B. Customer service

C. Customer loyalty

D. Product quality satisfaction

Correct Answer: C

This question seeks the best negative answer choice. Most questionnaires and surveys can measure degrees of customer satisfaction (answer a), customer service (answer b), and product quality (answer d). Satisfied customers are not necessarily very loyal (answer c).

QUESTION 9

Is the process stable? If not, in what weeks is it not stable?

Correct Answer: The process is stable.

QUESTION 10

In order to standardize project savings financial calculation such project benefits can be compared the financial savings are typically calculated over what period of time?

A. 12 months

B. 24 months

C. The remainder of the calendar year

D. The remainder of the fiscal year

Correct Answer: A

QUESTION 11

Compute the average effect of X3:

A. +12

B. -3

C. 4

D. +15

E. none of the above

Correct Answer: B

QUESTION 12

Provide a non-technical definition for "Six Sigma" management.

Correct Answer: It is an organizational initiative designed to create breakthrough improvements in manufacturing, service and administrative processes. For example, Motorola established a goal to reduce defects 10-fold with a 50% reduction in cycle time every 2 years.

QUESTION 13

Customers to these decision points as CTQ\\'s which stands for _____.

A. Cost of the quantity

B. Conscious thought qualities

C. Conspicuous time quandaries

D. Critical-to-quality

Correct Answer: D

QUESTION 14

After reviewing the Capability Analysis shown here select the statement(s) that are untrue.

A. The process is properly assumed to be a Normal process

B. The Mean of the process moving range is 1.78

C. The process is out of Control

D. This Capability Analysis used subgroups

E. Majority of the dimensional values are outside of the tolerance than within

Correct Answer: A

QUESTION 15

Contingency Tables are used to do which of these? (Note: There are 2 correct answers).

A. Illustrate one-tail proportions.

B. Compare more than two sample proportions with each other.

C. Contrast the Outliers under the tail.

D. Analyze the "what if" scenario.

E. Applicable to data that is Attribute in nature

Correct Answer: BE