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QUESTION 1

The following Business Case is constructed properly.

“During 2009 the commercial loan division experienced a 2.7% default rate versus a target of less than .5%

. This costs the bank in excess of \$250,000 quarterly.”

A. True

B. False

Correct Answer: A

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

Y, the output of a process, is the _____ variable while Xn, the various inputs to a process, are the _____ variables.

A. Independent, dependent

B. Individual, multiple

C. Sole, multiple

D. Dependent, independent

Correct Answer: D



QUESTION 4

The variation in the average of the measurements made by different appraisers using the same measuring instrument when measuring the identical characteristic is known as?

- A. Repeatability
- B. Bias
- C. Linearity
- D. Reproducibility

Correct Answer: D

Reference: <http://isoconsultantpune.com/measurement-system-analysis/>

QUESTION 5

When we create a Process Map we use a diamond shape to designate a _____.

- A. Process has come to an end
- B. Decision point has been reached
- C. Report must be filed
- D. Standard Activity is defined

Correct Answer: B

QUESTION 6

A single data point falling outside a Control Limit is most likely representative of _____.

- A. Common-cause Variation
- B. Special-cause Variation
- C. Predictability
- D. Non-normal data

Correct Answer: A

QUESTION 7



Training cost is \$2,000 and a project required an initial investment of \$16,000. If the project yields monthly savings of \$1,500 beginning after 2 months, what is the payback period in months (before money costs and taxes)?

- A. 12
- B. 14
- C. 22
- D. 28

Correct Answer: B

QUESTION 8

The Control Plan is the road map to sustaining the improvements made through the Lean Six Sigma project and should therefore involve keeping the _____ up to date as a means of supporting the Response Plan.

- A. X-Y Diagram
- B. Shewhart Chart
- C. FMEA
- D. Customer Service Plan

Correct Answer: C

QUESTION 9

Which best describes the purpose of Six Sigma?

- A. Reduce Value Added Steps
- B. Reduce Variation in processes
- C. Reduce Non-Value Added Steps
- D. Reduce customer requirements

Correct Answer: B

Reference: <https://blog.masterofproject.com/ctq-tree/>

QUESTION 10

The essence of Lean is to concentrate effort on _____ while improving process flow to achieve speed



and agility at lower cost.

- A. Defect removal
- B. Removing waste
- C. Overtime reduction
- D. Rework reduction

Correct Answer: B

QUESTION 11

One of the 5S approaches to eliminating waste is to organize all tools, information and inventory utilized at a workstation in such a manner that the operator knows exactly where things are when needed. This 5S tool is called _____.

- A. Standardizing
- B. Scheduling
- C. Sustaining
- D. Straightening

Correct Answer: D

QUESTION 12

To reduce the people or operator introduced defects into a process it is best if a Belt can design and implement a means of _____ into the process.

- A. Measurement automation
- B. Operator alertness
- C. Full Automation
- D. Constant supervision

Correct Answer: C

QUESTION 13



Which of the following would likely not be a CTQ (Critical-to-Quality) for the purchase of a product?

- A. Functionality
- B. Durability
- C. Dependability
- D. None

Correct Answer: D

QUESTION 14

One method of implementing control to the critical phase of a process is to automate the stoppage of the process if a key metric goes out of specification.

This control tool is called _____.

- A. Process Interruption
- B. Poka-Yoke
- C. Spec Stop
- D. Flow Protection

Correct Answer: B

QUESTION 15

The purpose of a Process Map is to identify the complexity of the process and to assist in identifying _____ in the process.

- A. Critical steps
- B. Line operators
- C. Test stations
- D. Defects

Correct Answer: A
