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CPHQ

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Question: 1

Although Lean thinking focuses on removing waste and improving flow, it also has some secondary effects such as:

- A. Quality is improved
- B. Simplification of processes results in less time in process
- C. Reduces the chances of damage
- D. All of these

Answer: D

Question: 2

Six sigma (3.4 defects per million) is a system for improvement developed over time by Hewlett-Paard, Motorola, General Electric, and others in the 1980s and 1990s. The aim of six sigma is:

- A. To remove bloages in process
- B. To reduce variations (eliminate defects) in processes
- C. To counter the wastage of activities
- D. To control and analyze the related and unrelated activities

Answer: B

Question: 3

By using a set of statistical tools to understand the fluctuation of a process, management can predict the expected outcome of that process. If the outcome is not satisfactory, management can use associated tools to further understand the elements influencing that process. Six sigma includes process steps which are commonly known as _____.

- A. DAMIC
- B. PDCA
- C. DAMIE
- D. PDSA

Answer: A

Question: 4

One of the difficult things about quality is explaining how _____ is different from a process or system.

- A. Tools
- B. Methods
- C. Control
- D. A and B are same

Answer: D

Question: 5

The American Society for Quality has formed six categories of quality tools. Which of the following is NOT out of those categories?

- A. Cause Analysis
- B. Evaluation and decision making
- C. Process analysis
- D. Idea adoption

Answer: D

Question: 6

A Japanese tool called 5S (each step starts with letter "S") is a systematic program that helps workers take control of their workspace so that it actually works for them (and their customers) instead of being a neutral or, as is quite common, competing factor. Which of the following is/are NOT out of these five 5S?

- A. Seiton
- B. Seiso

- C. Shitsake
- D. Seiku

Answer: C, D

Question: 7

Within any unit, organization, or system, there will be barriers to spread and adoption (e.g., organizational culture, communication, leadership support). However, failure to transfer knowledge effectively may result in:

- A. Unnecessary waste
- B. Inconsistency
- C. organizational persistence
- D. Benchmarks

Answer: A, B

Question: 8

Rapid cycle testing is designed to reduce the cycle time of new process implementation from months to days. To prevent unnecessary delays in testing or implementation, teams or units using rapid cycle testing must remain focused on the testing of solutions and avoid:

- A. Over-analysis
- B. Multiple PDSA cycles
- C. Buy-in
- D. Focused testing

Answer: A

Question: 9

Organizational size affects the ability to disseminate best practices

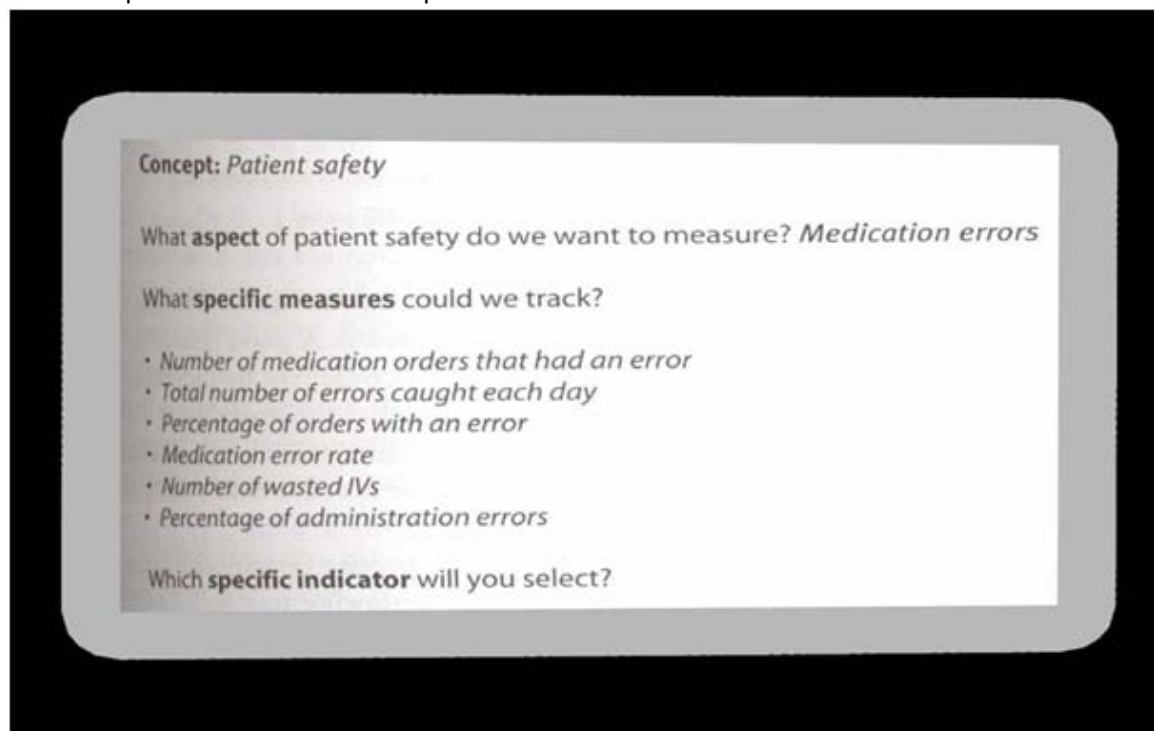
- A. True

- B. False
- C. Difficult to decide
- D. It depends on situation

Answer: A

Question: 10

This example shows the relationship between:



- A. A concept and specific measures
- B. Specific indicator and milestone
- C. Specific measures and specific indicators
- D. Effectiveness and concept

Answer: A

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