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Question: 1

When a process has proven itself to function at a Six Sigma level this means there are less than _____ defects per million opportunities.

- A. 1.7
- B. 2.6
- C. 3.4
- D. 10

Answer: C

Question: 2

Six Sigma refers to a process whose output has at least 95% of its data points within 6 Standard Deviations from the Mean.

- A. True
- B. False

Answer: B

Question: 3

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

Answer: C

Question: 4

The ROI for a project is a measurement metric that stands for Return on Investment and is one of the methods used to measure the success of a Lean Six Sigma project.

- A. True
- B. False

Answer: A

Question: 5

The DMAIC approach to problem solving stands for Define, _____, Analyze, Improve and Control.

- A. Manage
- B. Measure
- C. Memorize
- D. Manipulate

Answer: B

Question: 6

Voice of the Customer is a Lean Six Sigma technique to determine the _____ attributes of a product or service.

- A. Desirable
- B. Beneficial
- C. Critical-to-Quality
- D. Preferred

Answer: C

Question: 7

Benefits and working conditions would be primarily the concern of which of the following?

- A. Voice of the Customer
- B. Voice of the Employee
- C. Voice of the Business
- D. Voice of the Process

Answer: B

Question: 8

In the expression $Y = f(X_n)$ Y , the output, is the _____ variable and X_n , the inputs, are the _____ variables.

- A. Independent, dependent
- B. Individual, multiple
- C. Sole, multiple
- D. Dependent, independent

Answer: D

Question: 9

When we assess the Voice of the Customer we are attempting to determine the gaps in our processes between “what is” and _____.

- A. “What isn’t”
- B. “What will make money”
- C. “What will cost less”
- D. “What should be”

Answer: D

Question: 10

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

Answer: D