Construction and Industry

IASSC-ICGB
Certified Six Sigma Green Belt Exam

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Question: 1

In response surface analysis, which of the following values for s and t weights would indicate that the target value and the boundaries are equally important?

A. -3
B. 0
C. 1
D. 0.7

Answer: B

Explanation:
In phase 2 of response surface analysis, the s and t weights are based on the relationship between the target and the boundary. V.hen the target and the boundary have equal value, the s and t weights are 0. When the target is more important than the boundary, the t weight is between 0.1 and 1.

Question: 2

Which of the following would be considered a value-added activity?

A. Design
B. Delivery
C. Marketing
D. Manufacturing

Answer: D

Explanation:
Manufacturing is considered a value-added activity. Value-added activities are those that create value in a product or service from the perspective of the customer. There are certain processes that are necessary but that do not add value for the customer. These are known as business-value-added activities. Design, delivery, and marketing are classic examples of business-value-added activities, because they do not directly add value for the customer, but they are a necessary part of the production process.

Question: 3

Which type of human error is typically limited to a particular task?

A. Willful
B. Inadvertent
C. Technique
D. Selective

Answer: C

Explanation:
Technique error is typically limited to a particular task Six Sigma experts
identify three categories of human error: technique, inadvertent, and willful. Technique errors are
the result of a lack of comprehension or poor training. It is more likely that technique errors will
occur on difficult tasks. Inadvertent errors are slightly different, because they occur by accident
even when an employee is experienced and understands the task. It is impossible to eliminate
entirely inadvertent errors so long as there are human operators. A willful error is made
intentionally by an employee. The best way to reduce willful errors is to maintain high morale and
incentivize high performance.

Question: 4

Which of the following is a disadvantage of using engineering process control devices to prevent
deviation?

A. The devices must be monitored by human operators.
B. The use of these devices precludes the use of statistical process controls.
C. These devices require constant maintenance.
D. These devices cannot handle multiple inputs.

Answer: B

Explanation:
The use of these devices precludes the use of statistical process controls. One
disadvantage of using engineering process controls to prevent deviation is that the use of these
devices precludes the use of statistical process controls. An engineering process control is a
mechanism that automatically adjusts inputs when it detects variations in the process. A thermostat
is a basic example of an engineering process control. It is not necessary for these devices to be
monitored by human operators, and in most cases engineering process controls do not require
constant maintenance. The constant adjustments made by these devices, however, mean that any
data related to their activities is not independent, and therefore cannot be analyzed with statistical
process control charts. However, the engineering process controls used by heavy industry are
capable of handling a number of different inputs and outputs simultaneously.

Question: 5

Which type of chart is appropriate when sample size is variable and each sample may contain more than
one instance of the targeted condition?

A. P chart
B. Autocorrelation chart
C. U chart
D. X-bar chart

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Answer: C

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Explanation:
A U chart is appropriate when sample size is variable and each sample may contain
more than one instance of the targeted condition. These are control charts most appropriate for
handling attributes data. A P chart, on the other hand, is better for measuring the percentage of
samples with a particular characteristic when sample size is variable and the characteristic will
either be present or absent. An autocorrelation chart indicates the relationships between various
factors in the process. An X-bar chart, finally, is a control chart for variables data, in which the
subgroup averages are assessed to determine the process location variation over time.

Question: 6

From whose perspective is value defined in the lean methodology?

A. Customer
B. Chief executive
C. Entry-level employee
D. Competitor

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Answer: A

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Explanation:
In the lean methodology, value is always defined from the perspective ofthe
customer. This was a radical shift in perspective when it was first introduced. Most businesses
assessed value from the perspective of executives or in-house experts. In lean methodologr, value is
defined as the qualities or characteristics for which a customer is willing to compensate the
business.

Question: 7

On an X-bar chart, what variable is always represented on the x-axis?

A. Variations
B. Errors
C. Length
D. Time

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Answer: D

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Explanation:
On an X-bar chart, time is always represented on the x-axis. X-bar charts are control
charts for variables data. The chart should resemble a chronological model of the process: as the
bars move away from the y-axis, they represent the advancement of time. In order for an X-bar
chart to be possible, any variation must be assigned a time value. Outlying values on the X-bar chart
indicate the presence of special-cause variation.

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