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Question: 1

In the Kano Model, which category of features must be included in a product to prevent customer dissatisfaction?

Response:

- A. Delighters
- B. Basic features
- C. Performance features
- D. Optional features

Answer: B

Question: 2

What are Kaizen task-force workshops primarily designed to achieve in Lean environments?

Response:

- A. To extend project timelines and increase costs.
- B. To focus on individual performance over team collaboration.
- C. To implement rapid and sustainable improvements in a focused, short-term effort.
- D. To limit communication between different departments.

Answer: C

Question: 3

Which type of product feature in the Kano Model refers to aspects that surprise customers and generate disproportionate levels of satisfaction?

Response:

- A. Basic features
- B. Performance features
- C. Delighters
- D. Mandatory features

Answer: C

Question: 4

What does JIT attempt to achieve regarding supplier relationships?

Response:

- A. Reduce the number of suppliers to a minimum.
- B. Maintain high levels of inventory for safety.
- C. Create adversarial price negotiations with suppliers.
- D. Develop strong relationships with a few suppliers for consistent quality and reliability.

Answer: D

Question: 5

Which Lean tool is commonly used alongside bottleneck analysis to visualize the flow of materials and information?

Response:

- A. PDCA Cycle
- B. 5S
- C. Value Stream Mapping
- D. Kanban

Answer: C

Question: 6

How can manufacturers improve the 'Quality' component of OEE?

Response:

- A. By reducing the speed of production lines.
- B. By implementing rigorous preventive maintenance schedules.
- C. By focusing exclusively on reducing machine downtime.
- D. By enhancing error detection and reducing defect rates in final products.

Answer: D

Question: 7

In a Kaizen workshop, which element is crucial for fostering effective results?

Response:

- A. High-level management decision-making.
- B. Competition between different departments.
- C. Employee involvement and empowerment.
- D. External consultancy recommendations.

Answer: C

Question: 8

Why is effective teamwork crucial in a Lean environment?

Response:

- A. It isolates departments to focus on individual goals.
- B. It enhances communication and collaboration to streamline processes.
- C. It allows for individual recognition over team success.
- D. It reduces the need for management oversight.

Answer: B

Question: 9

How does addressing the 'Six Big Losses' improve Overall Equipment Effectiveness (OEE)?

Response:

- A. By focusing on aesthetic improvements and external appearances of machinery.
- B. By reducing downtime, minimizing defects, and optimizing production speed.
- C. By increasing the workload on operators to maximize output.
- D. By reducing the number of employees involved in the production process.

Answer: B

Question: 10

What aspect of Standardized Work helps in continuous improvement?

Response:

- A. Its emphasis on maintaining the status quo.
- B. Its flexibility to be updated as improvements are identified.
- C. Its discouragement of employee feedback.
- D. Its focus on permanent solutions that never change.

Answer: B

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