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## Question 1

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**Question Type:** MultipleChoice

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At the beginning of a project we must keep in mind there are basically three views of a process:

What you THINK it is, What it ACTUALLY is and What is DOCUMENTED.

**Options:**

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A- True

B- False

**Answer:**

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B

## Question 2

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**Question Type:** MultipleChoice

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The "Method" category of Root Causes on a Fishbone Diagram is primarily used to generate ideas as to the possible causes for defects by the \_\_\_\_\_.

**Options:**

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- A- Inventory management
- B- Effects of the environment
- C- Way work is done
- D- Parts or forms used

**Answer:**

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C

## Question 3

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**Question Type: MultipleChoice**

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At the start of a project we are told to "walk the process" from beginning to the end. We do this to\_\_\_\_\_.

**Options:**

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- A- Meet the workers
- B- Draft a Process Map
- C- See what inventory is involved
- D- Check the repair stations

**Answer:**

---

B

## Question 4

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**Question Type: MultipleChoice**

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

**Options:**

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- A- Critical steps

- B- Line operators
- C- Test stations
- D- Defects

**Answer:**

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A

## Question 5

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**Question Type:** MultipleChoice

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To construct a Fishbone Diagram and capture all the issues of interest it is best if your team uses the \_\_\_\_\_ approach.

**Options:**

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- A- Graphical
- B- Data collection
- C- Shewhart
- D- Brainstorming

**Answer:**

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D

## Question 6

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**Question Type: MultipleChoice**

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A key metric in Six Sigma is the DPMO which stands for \_\_\_\_\_?

**Options:**

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- A- Delayed production metrics output
- B- Defects by management oversight
- C- Defects per million opportunities
- D- Developed production management oversight

**Answer:**

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C

## Question 7

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**Question Type:** MultipleChoice

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The Value Chain in an organization is the sum total of all the processes which occur in the business to take inputs and turn them into customer desired outputs.

**Options:**

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A- True

B- False

**Answer:**

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A

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