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## Question 1

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**Question Type:** MultipleChoice

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As a Belt created a Process Map he realized there were multiple departments involved in this process so he added a feature to the map called \_\_\_\_\_.

**Options:**

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- A- Passing Lanes
- B- Swim Lanes
- C- Department Dividers
- D- Responsibility Paths

**Answer:**

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B

## Question 2

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**Question Type:** MultipleChoice

---

The following Business Case is constructed properly. "During most of 2008 Division 16 experienced a 4.2% product return rate versus a target of nearly no returns. This costs the company a whole bunch of money.

**Options:**

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A- True

B- False

**Answer:**

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B

## Question 3

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**Question Type: MultipleChoice**

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A Belt has determined that the loan application does not need to be reviewed by accounting thereby improving the number of applications a loan processor can handle. According to Cost of Poor Quality (COPQ) definitions RTY improvement would be considered

\_\_\_\_\_.

**Options:**

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- A- Downsizing savings
- B- Hard savings
- C- Soft savings
- D- Median savings

**Answer:**

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B

## Question 4

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**Question Type: MultipleChoice**

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Which of the following is a method of expressing the concept that the outputs of a process are a function of all the inputs to the process?

**Options:**

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- A-  $Y = f(X_n)$

**B-** RTY > 90%

**C-** Yield = Effort

**D-** Flow = Demand

**Answer:**

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A

## Question 5

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**Question Type:** MultipleChoice

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Al bought a handheld GPS from his local electronics store. When he entered an address it would not function. For the manufacturer of the GPS this would be categorized as what type of cost?

**Options:**

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**A-** Internal Failure Cost

**B-** Prevention Cost

**C-** External Failure Cost

**D-** Appraisal Cost

**Answer:**

---

C

## Question 6

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**Question Type:** MultipleChoice

---

Which of the following would likely not be a CTQ (Critical-to-Quality) for the purchase of a product?

**Options:**

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**A-** Functionality

**B-** Durability

**C-** Dependability

**D-** None

**Answer:**

---

D

## Question 7

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**Question Type:** MultipleChoice

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

### Options:

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

### Answer:

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D

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