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Question 1

Question Type: MultipleChoice

When we create a Process Map and want to depict an action step in the process we would use the _____ symbol.

Options:

- A- Diamond
- B- Circle
- C- Ellipse
- D- Rectangle

Answer:

D

Question 2

Question Type: MultipleChoice

The formula $Y = f(X_n)$ is a method of expressing the concept that the output of a process is a function of all the _____?

Options:

- A- Materials and labor
- B- Inputs to the process
- C- Line personnel and direct supervision
- D- Employees of the company

Answer:

B

Question 3

Question Type: MultipleChoice

Al bought a digital camera from his local electronics store. When he first used it he found the zoom lens function was inoperative because a gear was installed improperly. For the manufacturer of the camera this would be categorized as what type of cost?

Options:

- A- Internal Failure Cost
- B- Prevention Cost
- C- External Failure Cost
- D- Appraisal Cost

Answer:

A

Question 4

Question Type: MultipleChoice

The Pareto Chart is a tool that displays data that typically follows what ratio?

Options:

- A- 70:30

B- 80:20

C- 90:10

D- 95:5

Answer:

B

Question 5

Question Type: MultipleChoice

Which of the following would likely be a CTQ (Critical-to-Quality) for the purchase of a service?

Options:

A- Documentation is clear

B- Was timely in delivery

C- Required no redo

D- All of these answers are correct

Answer:

D

Question 6

Question Type: MultipleChoice

When we assess the Voice of the Customer we are attempting to determine the gaps in our processes between "what is" and

_____.

Options:

A- "What isn't"

B- "What will make money"

C- "What will cost less"

D- "What should be"

Answer:

D

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