



Free Questions for 18 by dumpshq

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Question 1

Question Type: MultipleChoice

A Macro Process Map may map a process showing the entire activities of a department and can likely be broken into many Micro Process Maps showing numerous processes that comprise the activities of the department.

Options:

A- True

B- False

Answer:

A

Question 2

Question Type: MultipleChoice

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:

A- True

B- False

Answer:

B

Question 3

Question Type: MultipleChoice

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:

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

Answer:

C

Question 4

Question Type: MultipleChoice

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

Options:

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

D- Check the repair stations

Answer:

B

Question 5

Question Type: MultipleChoice

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

Options:

A- Critical steps

B- Line operators

C- Test stations

D- Defects

Answer:

A

Question 6

Question Type: MultipleChoice

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

Options:

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

Answer:

D

Question 7

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Question 8

Question Type: MultipleChoice

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:

A- True

B- False

Answer:

A

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