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QUESTIONS & ANSWERS

DEMO VERSION

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(LIMITED CONTENT)

Question: 1

SWOT is an acronym for:

- A. strengths, weaknesses, opportunities, threats
- B. statistics without tables
- C. sensory Weibull ordinal tools
- D. success wields optimal teams
- E. none of the above

Answer: A

Question: 2

Perform a risk analysis to determine the expected profit or (loss) from a project which has four possible disjoint outcomes:

Outcome A shows a profit of \$340,000 and has a probability of 0.25

Outcome B shows a profit of \$120,000 and has a probability of 0.40

Outcome C shows a loss of \$40,000 and has a probability of 0.10

Outcome D shows a profit of \$100,000 and has a probability of 0.25

- A. \$130,000
- B. \$520,000
- C. \$154,000
- D. (\$168,000)
- E. none of the above

Answer: C

Question: 3

The leader in the quality movement who recommended that organizations “eliminate numerical quotas for the work force and numerical goals for management.”:

- A. Juran
- B. Ishikawa
- C. Crosby
- D. Feigenbaum
- E. Taguchi
- F. none of the above

Answer: F

Question: 4

The quality leader responsible for the term Total Quality Management (TQM):

- A. Juran
- B. Ishikawa
- C. Crosby
- D. Feigenbaum
- E. Taguchi
- F. none of the above

Answer: D

Question: 5

The quality leader most associated with the concept of robustness:

- A. Juran
- B. Ishikawa
- C. Crosby
- D. Feigenbaum
- E. Taguchi
- F. none of the above

Answer: E

Question: 6

The support for an important quality initiative was lacking in congress until Reagan's Secretary of Commerce was killed in a horseback riding accident in 1987. That initiative was:

- A. assigning National Institute for Standards and Technology (NIST) quality oversight duties
- B. "consensus of the House" proclamation for Deming's 14 points
- C. changing National Bureau of Standards to NIST.
- D. authorizing the American National Standards Institute (ANSI) to join with the International Standards Organization (ISO) to promulgate standards.
- E. none of the above.

Answer: E

Question: 7

A quality leader who did extensive work with Japanese industry is:

- A. Juran
- B. Ishikawa
- C. Deming
- D. Ohno

- E. Taguchi
- F. all of the above
- G. none of the above

Answer: F

Question: 8

In a series of linked processes and associated feedback loops the product or service flows _____ and the information flows _____.

- A. rapidly, slower
- B. downstream, upstream
- C. evenly, digitally
- D. sooner, later
- E. to the customer, from the supplier
- F. none of the above

Answer: B

Question: 9

Causes in a cause and effect diagram often include management, measurement systems, mother nature and the four standard causes:

- A. man, material, methods, machines
- B. man, manufacturing, methods, material
- C. marketing, methods, material, machines
- D. man, material, millennium, machines
- E. none of the above

Answer: A

Question: 10

The word "champion" in the context of Six Sigma projects refers to:

- A. the team that has had the most impact on the bottom line.
- B. the person who has coordinated teams most effectively
- C. the individual who has outpaced all others in six sigma knowledge
- D. none of the above

Answer: D

Question: 11

George is an employee of Black, Inc. John is George's internal customer. Which statement is true?

- A. John is employed by Black, Inc.
- B. John is employed by another company that supplies material to Black, Inc.
- C. John is employed by a company that purchases material from black, Inc.
- D. John is employed by another company that has a fiduciary agreement with Black, Inc.
- E. John is employed by another company as an internal auditor.

Answer: A

Question: 12.

A team has been asked to reduce the cycle time for a process. The team decides to collect baseline data. It will do this by:

- A. seeking ideas for improvement from all stakeholders
- B. researching cycle times for similar processes within the organization
- C. obtaining accurate cycle times for the process as it currently runs
- D. benchmarking similar processes outside the organization

Answer: C

Question: 13

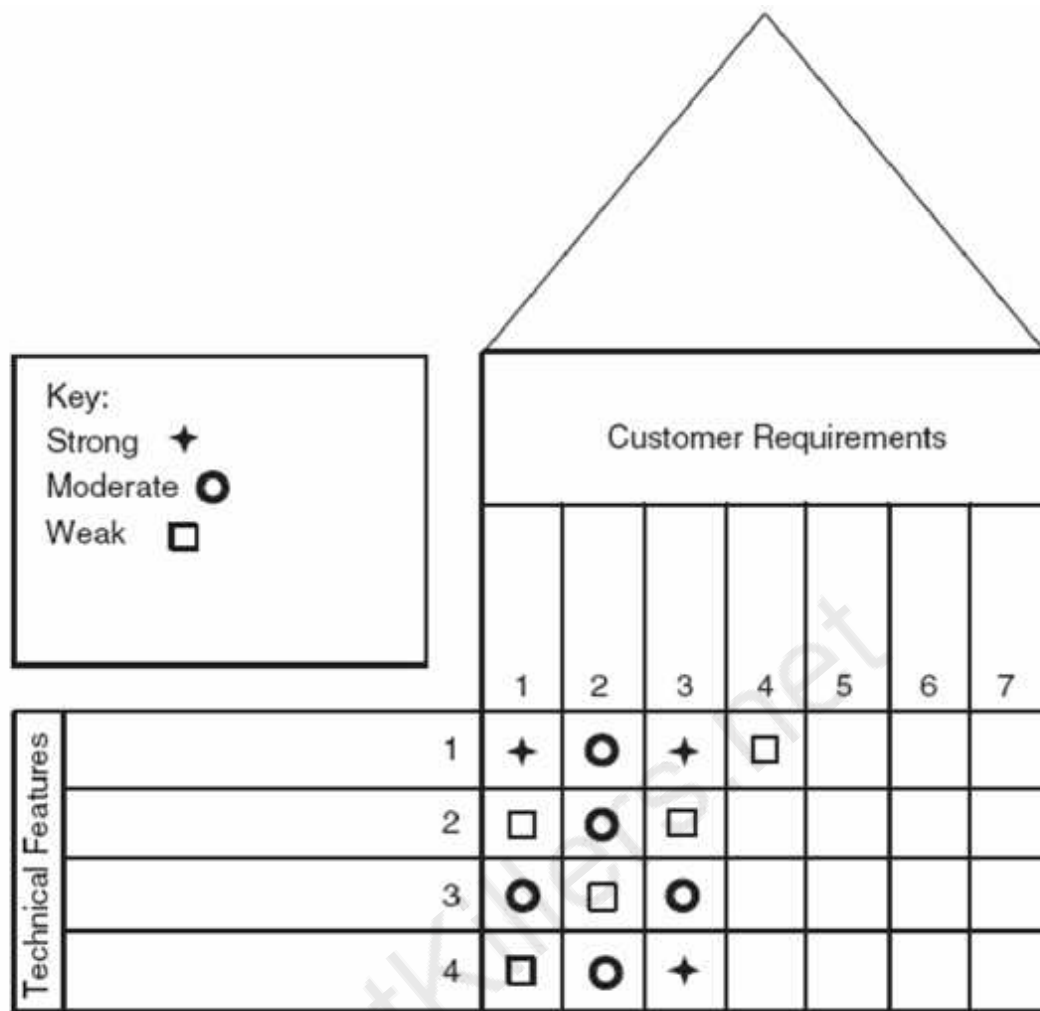
Customer segmentation refers to:

- A. dividing a particular customer into parts that are more easily understood
- B. grouping customers by one or more criteria
- C. maintaining secure customer listings to minimize communication among them
- D. eliminating or "cutting off" customers with poor credit history

Answer: B

Question: 14.

This is an example of part of a:



- A. QFD Matrix
- B. Activity Network Diagram
- C. Interrelationship Diagram
- D. Affinity Diagram

Answer: A

Question: 15

Customer requirement #3 has a _____ relationship with technical feature #3.

		Customer Requirements						
		1	2	3	4	5	6	7
Technical Features	1	★	○	★	□			
	2	□	○	□				
	3	○	□	○				
	4	□	○	★				

- A. strong
B. moderate
C. weak

Answer: B

Question: 16

There are 14 different defects that can occur on a completed time card. The payroll department collects 328 cards and finds a total of 87 defects. DPU =

- A. $87 \div 328$
B. $87 \div (328 \times 14)$
C. $14 \div 87$
D. $87 \div 14$
E. $328 \div 87$
F. $87 \times 1,000,000 \div (14 \times 328)$

Answer: A

Question: 17.

There are 14 different defects that can occur on a completed time card. The payroll department collects 328 cards and finds a total of 87 defects. DPMO =:

- A. $87 \div 328$
- B. $87 \div (328 \times 14)$
- C. $14 \div 87$
- D. $87 \div 14 \times 1,000,000$
- E. $328 \div 87$
- F. $87 \times 1,000,000 \div (14 \times 328)$

Answer: F

Question: 18

A random sample of 2500 printed brochures is found to have a total of three ink splotches. The rate of ink splotches in PPM is:

- A. $1,000,000 \div 2500 \times 3$
- B. $2500 \div 1,000,000 \times 3$
- C. $3 \div 2500 \times 1,000,000$
- D. $3 \times 2500 \div 1,000,000$

Answer: C



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