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QUESTION 1

SMED is an acronym for activity that:

A. involves housekeeping in the work area

B. makes mistakes of a certain type impossible

C. emphasizes the pull of the customer

D. reduces set up time

E. none of the above

F. all of the above

Correct Answer: D

QUESTION 2

Find the upper control limit for a range chart if n = 4 and the average range is 2.282.

A. 2.282

B. 4.564

C. 5.208

D. 3.423

Correct Answer: C

Explanation: The following formula is for calculating upper control limit for a range chart n = 4

$$UCL_{\overline{R}} = D_4 \overline{R}$$

= 2.282 x 2.282 = 5.208 Use the following constants (D4) in the computation

n	D_4	n	D_4	n	D_4
2	3.267	7	1.924	12	1.717
3	2.574	8	1.864	13	1.693
4	2.282	9	1.816	14	1.672
5	2.114	10	1.777	15	1.653
6	2.004	11	1.744		

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QUESTION 3

When analyzing the behavior of our process to assess customer satisfaction we are concerned about both the variation such that it stays within the spec limits and how well the Mean is _____ the process requirements.

A. Balanced against

B. Over and above

C. Twice as great as

D. Centered relative to

Correct Answer: D

QUESTION 4

The number of factors, levels and replications:

A. 3, 3, 3

B. 2, 3, 2

C. 3, 2, 2,

D. 3, 2, 3

E. 2, 2, 2

F. none of the above

Correct Answer: D

QUESTION 5

On a _____ one can see a pattern from the graphed points such that conclusions can be drawn about the largest family of Variation.

A. Multi-Vari Chart

B. Weighted Scale

C. X-Y Matrix

D. Poisson Chart

Correct Answer: A

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