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QUESTION 1

_____ is a document that provides a framework and objective for an improvement project.

- A. Goal Statement
- B. Business Case
- C. Problem Statement
- D. Project Charter
- E. Project Scope

Correct Answer: D

QUESTION 2

A Critical to quality tree (CTQs) is used to:

- A. understand the PandL of the business
- B. break-down broad customer requirements into more easily quantified elements.
- C. break-down broad vendor requirements into more easily qualified elements.
- D. break-down broad shareholder requirements into more easily qualified elements.

Correct Answer: B

QUESTION 3

Point to keep in mind while selecting a control chart- Determine what are we measuring ?Defects or Defectives:

- A. Sometimes
- B. 1
- C. Maybe
- D. All of the above

Correct Answer: B

QUESTION 4

Kaizens or Kaikakus and Six Sigma projects are intended to create incremental process improvements versus breakthrough, significant improvements.

- A. True
- B. False

Correct Answer: B

QUESTION 5

Using six sigma methodology, a company at 4.5 sigma would have a failure rate of:

- A. 3.4 ppm
- B. 233 ppm
- C. 1350 ppm
- D. 6210 ppm

Correct Answer: C

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