

# CSSGB<sup>Q&As</sup>

Six Sigma Green Belt

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#### QUESTION 1

Explain the function of control charts in the Control phase of the DMAIC model.

Correct Answer: Control charts are important in the Control Phase of the DMAIC model because they can be used to monitor stability of the Xs and the CTQs. Also, control charts promote process monitoring and work towards the elimination of mass inspection methods.

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#### QUESTION 2

What is the Cycle Time, in minutes, for a process having a Throughput of 360 units per hour?

- A. 0.167
- B. 0.333
- C. 0.667
- D. 1.333

Correct Answer: A

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#### QUESTION 3

In the late 1980's William Smith coined the name Six Sigma for a methodology that had its origins at \_\_\_\_\_ for quality related work being done there.

- A. Honeywell
- B. Allied Signal
- C. General Electric
- D. Motorola

Correct Answer: D

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#### QUESTION 4

If a company fails to meet their quarterly projected sales and profit forecasts, which of the following stakeholder groups would be LEAST affected?

- A. Suppliers
- B. Stockholders
- C. Employees

D. Society

Correct Answer: D

Note that a negative response is requested. In today's volatile stock market, the share price could drop 10% or more if the quarterly sales or profit forecast were missed. Dependent upon how badly the numbers were missed, employees and suppliers could be affected as well. Society (particularly local society) could also be impacted but certainly to a lesser extent.

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#### QUESTION 5

In most cases, an improvement team receives the least control and direction during which of the following stages?

- A. Forming
- B. Storming
- C. Performing
- D. Norming

Correct Answer: C

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