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Six Sigma Green Belt

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QUESTION 1

Which of the following techniques has proven useful in translating customer needs into product design features?

- A. Changing perceptions
- B. Customer service principles
- C. Confrontation and problem solving
- D. Quality function deployment

Correct Answer: D

Answers a and c are customer conflict resolution techniques. Answer b addresses service principles, not the question at hand. The role of quality function deployment (QFD) is to translate customer needs into design features.

QUESTION 2

The Mann-Whitney Test is used to test if the Means for two samples are different.

- A. True
- B. False

Correct Answer: B

QUESTION 3

Explain why standardization is such an important part of Six Sigma.

Correct Answer: Standardization of a process creates a known best practice flowchart that can be improved by one or more employees, perhaps a Six Sigma project team. There are multiple variations of a process without standardization. The lack of standardization makes process improvement very difficult because there is not one process to be improved, rather, there are many versions of the same process needed improvement.

QUESTION 4

Excessive conflict within an improvement team:

- A. Has a negative effect on team members and should be avoided
- B. Has a positive effect on creating alternate solutions
- C. Most often results in win-win situations
- D. Promotes equal participation among members

Correct Answer: A

Excessive conflict within a team often has a negative effect on team members. Conflict most often results in win-lose or lose-lose situations. Rarely will either a win-win situation or creative alternate solutions result. Only a few exceptional personalities thrive in an environment of conflict.

QUESTION 5

Compute the average effect of the interaction between X1 and X3.

- A. -2
- B. +1/2
- C. +3
- D. 1/3
- E. none of the above

Correct Answer: B

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