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QUESTION 1

The use of basic graphical and statistical methods for analyzing and controlling the variation of a process, and thus continuously improving the process.

- A. Confidence Interval
- B. Statistical Process Control
- C. Design of Experiments
- D. Control Plan

Correct Answer: B

QUESTION 2

SPC charts typically have the most recent data point on the right hand side.

- A. True
- B. False

Correct Answer: A

QUESTION 3

The reason(s) for not marking the customer Specification Limits (SL) on a Control Chart is which of these? (Note: There are 4 correct answers).

- A. Process control teams should not control a process based on SLs
- B. Displaying the SLs on a Control Chart sends a wrong signal toward process control
- C. Marking the SLs on a Control Chart is against the principle of charting
- D. By marking the SLs, one can confuse the operator as to what limits are critical
- E. By using mere Control Limits the process only needs to be in Statistical Control

Correct Answer: ABDE

QUESTION 4

The use of Kanbans work best with pull systems for determining the timing of which products or services are produced.

- A. True

B. False

Correct Answer: A

QUESTION 5

Which of the following describes poorly functioning teams?

- A. Members act independently without inter-dependency
- B. Objectives are realistically set and met
- C. Team members listen to what is being said
- D. Facts and opinions are distinguished

Correct Answer: A

The key question phrase is "poorly functioning." Answers b, c and d are desirable team characteristics (team members listen well and objectives are realistically set and met and facts and opinions are distinguished). Answer a is a poor characteristic in any team or group. Team members must be able to act both independent and interdependently.

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