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QUESTION 1

Goodness of fit is determined by _____.

- A. Coefficient of determination
- B. Coefficient of variation
- C. Sigma value
- D. RPN

Correct Answer: A

QUESTION 2

When the Inputs, X's, for your process are Normally Distributed about the Mean, the Outputs, Y's, will be Normally Distributed.

- A. True
- B. False

Correct Answer: B

QUESTION 3

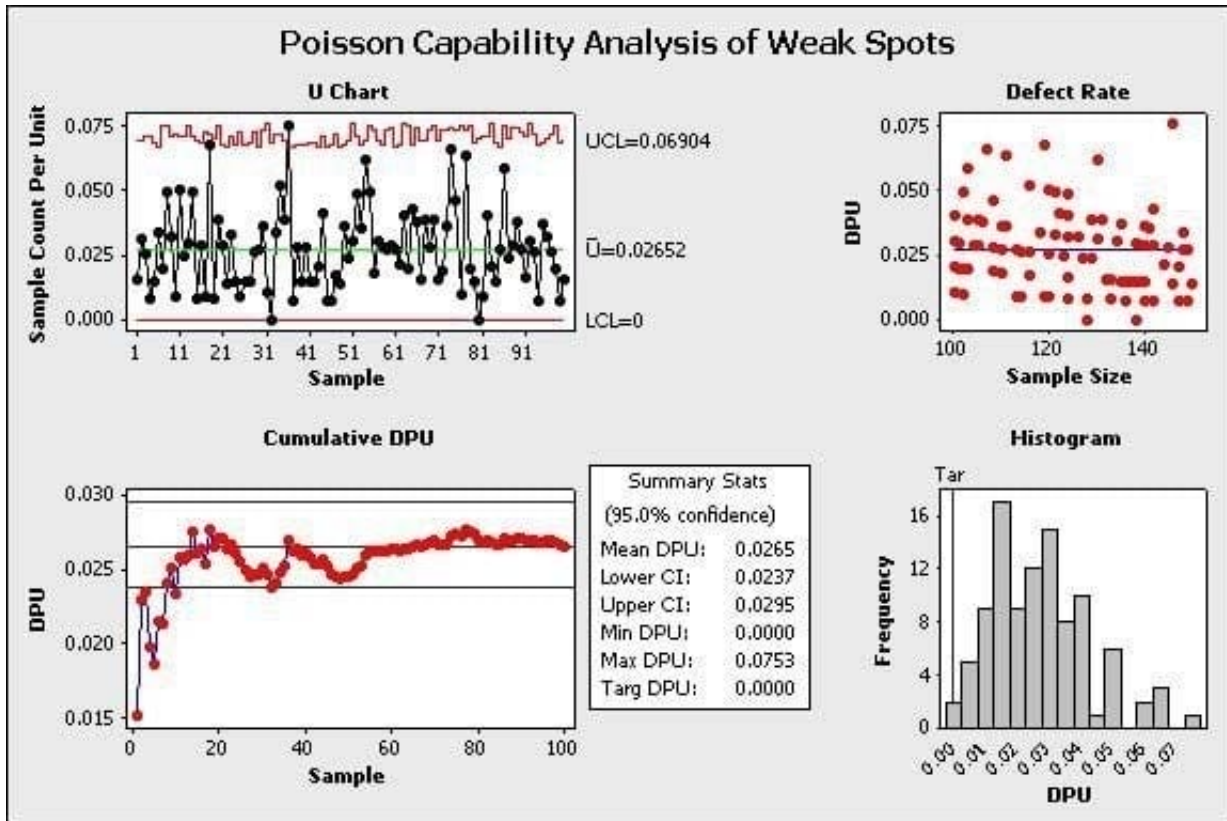
The Japanese born function of a Kanban event utilizes a specific, step-by-step approach meant to bring about major changes to a process.

- A. True
- B. False

Correct Answer: B

QUESTION 4

Which statements are correct about the advanced Capability Analysis shown here?



(Note: There are 3 correct answers).

- A. This is a Poisson Capability Analysis.
- B. The average DPU with 95% confidence is between 0.024 and 0.0295.
- C. The DPU does not seem to vary depending on sample size.
- D. The process shows only one instance of being out of control statistically so we have confidence in the estimated DPU of this process.
- E. The maximum DPU in one observation was nearly 0.0753.

Correct Answer: BCE

QUESTION 5

Which of the following can not be a service quality dimension?

- A. Aesthetics
- B. Reliability
- C. Courtesy
- D. Accuracy

Correct Answer: A

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