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QUESTION 1

To construct a Fishbone Diagram and capture all the issues of interest it is best if your team uses the _____ approach.

- A. Graphical
- B. Data collection
- C. Shewhart
- D. Brainstorming

Correct Answer: D

QUESTION 2

A Lean Principle that states the process of eliminating waste is a continual process requiring one to always be on the lookout for ways to reduce the seven elements of waste is known as _____ .

- A. Ishikawa
- B. Kaizen
- C. Kanban
- D. Muda

Correct Answer: B

QUESTION 3

Voice of the Customer is a Lean Six Sigma technique to determine the _____ attributes of a product or service.

- A. Desirable
- B. Beneficial
- C. Critical-to-Quality
- D. Preferred

Correct Answer: C

QUESTION 4

Lean Principles defines for us seven specific areas where _____ typically exists in our processes.

- A. Waste
- B. Excess inventory
- C. Variation
- D. Data error

Correct Answer: A

QUESTION 5

When we assess the Voice of the Customer we are attempting to determine the gaps in our processes between “what is” and _____.

- A. “What isn’t”
- B. “What will make money”
- C. “What will cost less”
- D. “What should be”

Correct Answer: D

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