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QUESTION 1

After a Fishbone Diagram is constructed which one of these tools is commonly used to help identify possible causes?

A. 4 How Analysis

B. Cross Function Analysis

C. 6 Why Analysis

D. Possible Brainstorm

Correct Answer: C

Reference: http://asq.org/learn-about-quality/cause-analysis-tools/overview/fishbone.html

QUESTION 2

Which graphical tool is used to display the relative frequency of the number of times a measured item falls within a certain cell size?

A. Time Series Plot

B. Scatter Plot

C. Box Plot

D. Histogram

Correct Answer: A

QUESTION 3

_____ represents all the variation that one can expect to experience from the output of the subject process.

A. A Standard Deviation

B. Data range

C. Long-term Data

D. The Mode

Correct Answer: C

QUESTION 4

One of the primary benefits of your team working together to create an X-Y Diagram is that the data collected from this exercise is accurate and certain.

A. True

B. False

Correct Answer: B

QUESTION 5

Cycle Time, Defects, Scrap Cost and Safety are examples of business metrics or commonly referred to as which of the following?

A. Defects per Unit

B. Key Performance Indicators

C. Impediments to Flow

D. Hidden Costs

Correct Answer: B

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