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QUESTION 1

Find Cp		
A. 2.00		
B. 0.56		
C. 1.33		
D. 0.44		
	_	

Correct Answer: B

QUESTION 2

number of scratches	6	5	7	5	6
sample size	120	110	111	128	110

A control chart will be used to monitor the number of scratches on a product. The following data have been collected: The appropriate control chart to use is:

A. x-bar and R

B. median

C. individual and moving range

D. p

E. np

F. u G. c

Correct Answer: F

QUESTION 3

Which one of these tools is frequently used to help drill down to possible causes once a Fishbone Diagram is constructed?

A. 3 When Analysis

- B. 5 Why Analysis
- C. Ishikawa Diagram
- D. Skeleton Diagnostic



Correct Answer: B

QUESTION 4

The Waste of Overproduction is defined as _____.

- A. The unnecessary movement of people and equipment
- B. The liability of materials that are bought, invested in and not immediately sold or used
- C. Producing more than the next step needs or more than the customer buys
- D. The extra movement of material

Correct Answer: C

QUESTION 5

In a series of linked processes and associated feedback loops the product or service flows	and the
information flows	

- A. rapidly, slower
- B. downstream, upstream
- C. evenly, digitally
- D. sooner, later
- E. to the customer, from the supplier
- F. none of the above

Correct Answer: B

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