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QUESTION 1

A helpful time to use a Quality Function Deployment matrix is:

- A. while planning for a new or redesigned process
- B. while planning for new or redesigned parts
- C. while planning for a new or redesigned product
- D. all of the above E. none of the above

Correct Answer: D

QUESTION 2

Those people who have an interest in the outputs of a process are known as _____.

- A. Stakeholders
- B. Senior management
- C. Co-workers
- D. Process owners

Correct Answer: A

QUESTION 3

Following the completion of a LSS project the Belt not only creates a Control Plan he also develops a _____ so those involved in the process know what to do when the critical metrics move out of spec.

- A. Response Plan
- B. Call List
- C. Chain-of-Command
- D. Defect Analysis Plan

Correct Answer: A

QUESTION 4

SMED is an acronym for activity that:

- A. involves housekeeping in the work area



- B. makes mistakes of a certain type impossible
- C. emphasizes the pull of the customer
- D. reduces set up time
- E. none of the above
- F. all of the above

Correct Answer: D

QUESTION 5

Find Cp and Cpk.

- A. 1.21 and .85
- B. .85 and 1.21
- C. .35 and .63
- D. .63 and .42
- E. none of the above

Correct Answer: D

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