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QUESTION 1

As we attempt to find a commonality of terms to assess the performance of a broad range of processes we use a key metric called the DPMO which stands for _____?

- A. Delayed production metrics output
- B. Defects by management oversight
- C. Defects per million opportunities
- D. Developed production management oversight

Correct Answer: C

QUESTION 2

At the start of a project we are told to "walk the process" from beginning to the end. We do this to_____.

- A. Meet the workers
- B. Draft a Process Map
- C. See what inventory is involved
- D. Check the repair stations

Correct Answer: B

QUESTION 3

Voice of Customer is:

- A. A table to collect raw voices of Customers
- B. A software tool to automatically update customer feedbacks
- C. First used in Measure phase
- D. All of the above

Correct Answer: A

QUESTION 4

Xbar-R Chart better than Xbar-S Chart when the subgroup size is small. Which of the following applies in this condition?



- A. Mean is accurate
- B. Range variation estimates are less inflated by small samples
- C. Median is not seen here
- D. Inflation is a part of the budget

Correct Answer: B

QUESTION 5

The traditional methods of obtaining customer information could also include:

- A. big data analysis
- B. usage of brainstorming
- C. Data warehousing and mining
- D. creating macros in excel

Correct Answer: C

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