



# CSSGB<sup>Q&As</sup>

Six Sigma Green Belt

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### QUESTION 1

The use of basic graphical and statistical methods for analyzing and controlling the variation of a process, and thus continuously improving the process.

- A. Confidence Interval
- B. Statistical Process Control
- C. Design of Experiments
- D. Control Plan

Correct Answer: B

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### QUESTION 2

Which of the following describes poorly functioning teams?

- A. Members act independently without inter-dependency
- B. Objectives are realistically set and met
- C. Team members listen to what is being said
- D. Facts and opinions are distinguished

Correct Answer: A

The key question phrase is "poorly functioning." Answers b, c and d are desirable team characteristics (team members listen well and objectives are realistically set and met and facts and opinions are distinguished). Answer a is a poor characteristic in any team or group. Team members must be able to act both independent and interdependently.

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### QUESTION 3

On surveys from customers, what do high customer satisfaction numbers NOT indicate?

- A. Customer satisfaction
- B. Customer service
- C. Customer loyalty
- D. Product quality satisfaction

Correct Answer: C

This question seeks the best negative answer choice. Most questionnaires and surveys can measure degrees of customer satisfaction (answer a), customer service (answer b), and product quality (answer d). Satisfied customers are



not necessarily very loyal (answer c).

**QUESTION 4**

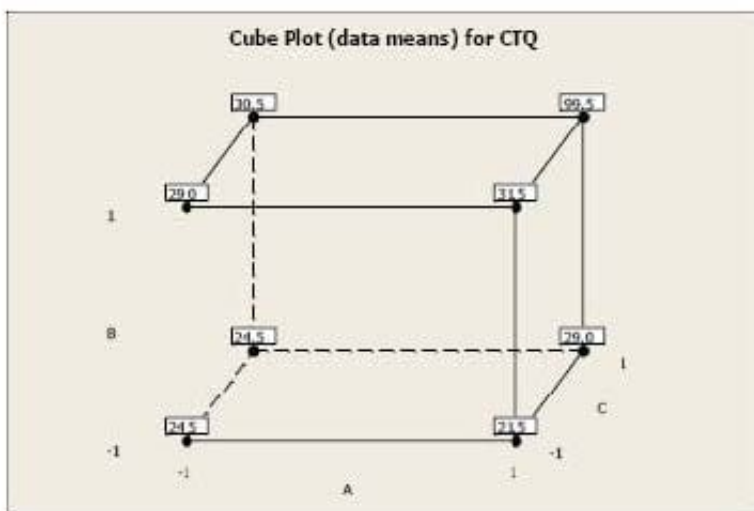
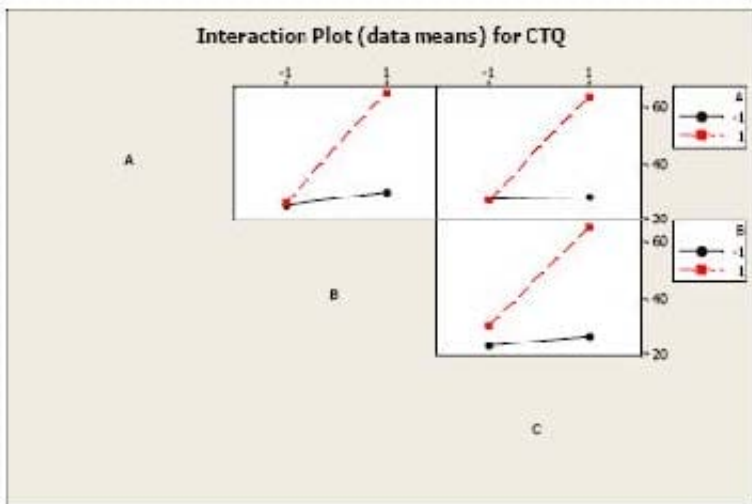
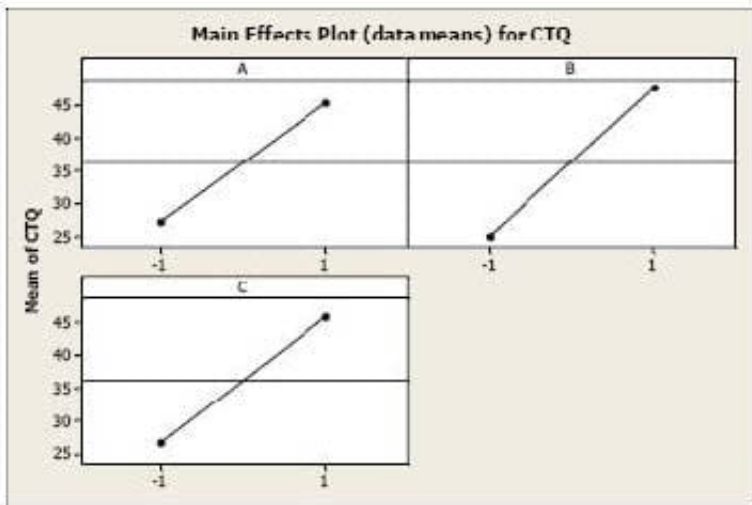
Analyze the following 23 full factorial design with 2 replications data using Minitab.

StdOrder	RunOrder	CenterPt	Blocks	A	B	C	CTQ
15	1	1	1	-1	1	1	30
1	2	1	1	-1	-1	-1	21
8	3	1	1	1	1	1	100
12	4	1	1	1	1	-1	29
3	5	1	1	-1	1	-1	26
2	6	1	1	1	-1	-1	23
13	7	1	1	-1	-1	1	19
16	8	1	1	1	1	1	99
7	9	1	1	-1	1	1	31
11	10	1	1	-1	1	-1	32
14	11	1	1	1	-1	1	24
10	12	1	1	1	-1	-1	20
4	13	1	1	1	1	-1	34
6	14	1	1	1	-1	1	34
9	15	1	1	-1	-1	-1	28
5	16	1	1	-1	-1	1	30

*Analysis of Variance for CTQ (coded units)*

Source	DF	Seq SS	Adj SS	Adj MS	F	P
Main Effects	3	4884.7	4884.7	1628.25	76.18	0.000
2-Way Interactions	3	3555.0	3555.0	1185.00	55.44	0.000
3-Way Interactions	1	870.2	870.2	870.25	40.71	0.000
Residual Error	8	171.0	171.0	21.37		
Pure Error	8	171.0	171.0	21.38		
Total	15	9481.0				

Correct Answer: Check the answer in explanation.



The high-high-high 3-way interaction rules the experiment. To maximize CTQ, set all factors at the high level.



### QUESTION 5

When constructing a Fishbone Diagram using the \_\_\_\_\_ approach is the most classic arrangement.

- A. 6M
- B. 4M
- C. 5M
- D. Alphabetical

Correct Answer: A

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