



CSSGB^{Q&As}

Six Sigma Green Belt

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QUESTION 1

Explain the purpose of a QC process chart. Draw a QC chart to illustrate your explanation.

Correct Answer: Check the answer in explanation.

The purpose of a QC process chart is to monitor implementation of revised best practice method.

PLAN DO		STUDY			ACT		
Execution		Check and fix			Corrective action		
Revised best practice flowchart for doing the process.	Show how revised step should be done or provide a reference that describes the revised step.	Identify CTQs and %s.	Specify CTQs and %s.	Describe CTQs and %s should be monitored (e.g., in chart) and should monitor!	State corrective actions to prevent future problem.	Formalize procedures for handling items that fail with problems.	Who needs what data to improve the best practice method?
					What should be done with defective output? Who should do it?	Update the training process to include revised best practice.	
						Update training material.	
						Use statistical methods to determine if and when an employee reaches a state of statistical control for a particular training program.	

QUESTION 2

What type of data is in the above matrix?

Correct Answer: Count type attribute data

QUESTION 3

A bar chart that depicts the frequencies of numerical or measurement data.

- A. Sample
- B. Histogram
- C. Check Sheet
- D. Process Map

Correct Answer: B

QUESTION 4

What is the purpose of an operational definition.



Correct Answer: An operational definition promotes effective communication between people by putting communicable meaning into an adjective.

QUESTION 5

Why did you use this formula versus another formula?

Correct Answer: Check the answer in explanation.

($R \div d2$) was used instead of the formula for the sample standard deviation because ($R \div d2$) considers only short term variation, while the formula for the sample standard considers long term variation.

($R \div d2$) assumes that the process is stable. If the process is not stable, the out of control points will jump out of the control limits based on ($R \div d2$). The ($R \div d2$) limits are tighter than limits based on the sample standard deviation.

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