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Six Sigma Green Belt

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### QUESTION 1

Give an example of a project charter. Label each of the 5 parts of the project charter.

Correct Answer: Decrease (direction) of the number of customer complaints (CTQ measure) caused by at home repairs (process) from 20 per day to 0 per day (CTQ target) by March 1, 2004 (deadline).

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### QUESTION 2

The fundamental purpose of establishing teams is to:

- A. Provide team members a form of job enrichment and broadening
- B. Improve the internal efficiencies of the organization
- C. Teach team members new problem solving skills
- D. Avoid spending money on outside consultants

Correct Answer: B

Teams may provide particular members with opportunities to broaden their skill and experience sets, as well as increased visibility and self-satisfaction, but those are ancillary benefits, rather than the fundamental purpose of establishing teams. Teams are formed to improve processes and solve problems. Because this ultimately is designed to enable the organization to better perform its purpose with a lesser amount of wasted effort and resources, teams are ultimately formed to improve the efficiencies of the organization.

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### QUESTION 3

Describe the three types of feedback loops. (None, Special only, Common and Special cause)

Correct Answer: Check the answer in explanation.

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No feedback loop: A process without a feedback loop will deteriorate and decay due to entropy.

•

Special cause only feedback loop: A process in which all feedback is treated as special will exhibit a doubling or explosion in the variation of its output.

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Special and common cause feedback loop: A process in which feedback is statistically recognized as common or special will experience improvement of its output.

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#### QUESTION 4

The Regression Model for an observed value of Y contains the term  $\theta_0$  which represents the Y axis intercept when X = 0.

- A. True
- B. False

Correct Answer: A

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#### QUESTION 5

Positional, cyclical, and temporal variations are most commonly analyzed in

- A. SPC charts
- B. multi-vari charts
- C. cause and effect diagrams
- D. run charts

Correct Answer: B

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