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QUESTION 1

Cost of Poor Quality (COPQ) can be classified as Tangible (Visible) Costs and Hidden Costs.

- A. True
- B. False

Correct Answer: A

QUESTION 2

When a Belt is analyzing sample data she should keep in mind that 95% of Normally Distributed data is within +/- 2 Standard Deviations from the Mean.

- A. True
- B. False

Correct Answer: A

QUESTION 3

Training cost \$6,500 and a project required an initial investment of \$47,500. If the project yields monthly savings of \$3,500 beginning after 4 months, what is the payback period in months, before money costs and taxes?

- A. 9.7
- B. 15.4
- C. 19.4
- D. 23.7

Correct Answer: C

QUESTION 4

The Standard Deviation for the distribution of Means is called the _____ and approaches zero as the sample size reaches 30.

- A. Standard Error
- B. Mean Deviation
- C. Mean Spread
- D. Mean Error



Correct Answer: A

QUESTION 5

Which of these statements describe an undesirable situation when implementing SPC? (Note: There are 2 correct answers).

- A. The lower Control Limit for the R chart is equal to zero
- B. The Control Limits are wider than the customer specification limits
- C. A process is in Statistical Control before implementation of SPC
- D. Attempt to use SPC for tracking transaction times at a warehouse
- E. Indication of the specification limits on the Control Chart

Correct Answer: BE

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