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QUESTION 1

The Control Plan is the road map to sustaining the improvements made through the Lean Six Sigma project and should therefore involve keeping the _____ up to date as a means of supporting the Response Plan in case a defect is noticed.

- A. X-Y Diagram
- B. Shewhart Chart
- C. FMEA
- D. Customer Service Plan

Correct Answer: C

QUESTION 2

The purpose of _____ is to analyze data and present it in a way we can make informed decisions as to what is happening in our process.

- A. Data Sampling
- B. Basic Statistics
- C. Calculating Standard Deviation
- D. Measurement System Analysis

Correct Answer: B

QUESTION 3

After a Fishbone Diagram is constructed which one of these tools is commonly used to help identify possible causes?

- A. 4 How Analysis
- B. Cross Function Analysis
- C. 6 Why Analysis
- D. Possible Brainstorm

Correct Answer: C

Reference: <http://asq.org/learn-about-quality/cause-analysis-tools/overview/fishbone.html>



QUESTION 4

The purpose of a _____ is to identify the complexity of the process and to assist in identifying critical steps in the process.

- A. Pareto Chart
- B. Process Map
- C. Kanban
- D. Kaizen event

Correct Answer: B

QUESTION 5

The Control Plan is created following the finalization of the Measure Phase and can be closed when?

- A. After the project costs have been recouped
- B. When the Champion says so
- C. Never, a Control Plan must stay in place
- D. At the fiscal yearend of the business

Correct Answer: C

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