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QUESTION 1

At the beginning of a project we must keep in mind there are basically three views of a process: What you THINK it is, What it ACTUALLY is and What is DOCUMENTED.

- A. True
- B. False

Correct Answer: B

QUESTION 2

As we begin to describe the things occurring with our process through a Process Map we begin to see some steps that are NVA which stands for _____.

- A. Non-value add
- B. No violation allowed
- C. Non-value actions
- D. Next vehicle action

Correct Answer: A

QUESTION 3

With a Fishbone Diagram we use the legs to define each source of a potential defect and along the legs we enter each potential means by which a defect could be introduced into our process.

- A. True
- B. False

Correct Answer: A

QUESTION 4

The Pareto Chart is a tool that displays data that typically follows what ratio?

- A. 70:30



B. 80:20

C. 90:10

D. 95:5

Correct Answer: B

QUESTION 5

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

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