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QUESTION 1

Overproduction, Inventory, Repairs/rejects, Motion, Processing, Waiting, Transport. These are the types of _____ identified by Taiichi Ohno.

- A. Waste (activities that do not add value to the process)
- B. Continuous improvement
- C. Quality controls
- D. Areas to be focused during production

Correct Answer: A

QUESTION 2

The separate services of Pharmacy and Nursing are having difficulty developing an action plan for medication errors. Pharmacy Services states that Nursing Services causes the majority of the problems related to errors, while Nursing Services states the opposite.

The quality professional's role in resolving this problem is to:

- A. Provide them with directives on how to solve the problem
- B. Facilitate discussion between the groups to enable them to assume ownership of their portions of the problem
- C. Assign the task to an uninvolved manager
- D. Refer the problem to the facility wide quality council

Correct Answer: B

QUESTION 3

The cockpit of an airplane is a more complex example of a collection of instruments that reports information critical to successful air travel. The driver of a car or the pilot of an airplane monitors multiple indicators of performance simultaneously to arrive at the intended destination successfully. At any given point in the journey, the driver or pilot may focus on one indicator, but overall success depends on the collective performance of the systems represented by the indicators.

This example depicts that dashboard tools that report on the ongoing performance of the critical processes that lead to:

- A. Organizational success
- B. Its own success
- C. Organization success rather than on the success itself
- D. Past performance rather than real time performance



Correct Answer: C

QUESTION 4

The best way a healthcare organization can measure whether it is meeting its goals and targets is to compare its performance:

- A. With other healthcare organizations of its status
- B. Benchmarking
- C. With the world's top healthcare organizations
- D. Against itself over time

Correct Answer: B

QUESTION 5

Although Lean thinking focuses on removing waste and improving flow, it also has some secondary effects such as:

- A. Quality is improved
- B. Simplification of processes results in less time in process
- C. Reduces the chances of damage
- D. All of these

Correct Answer: D

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