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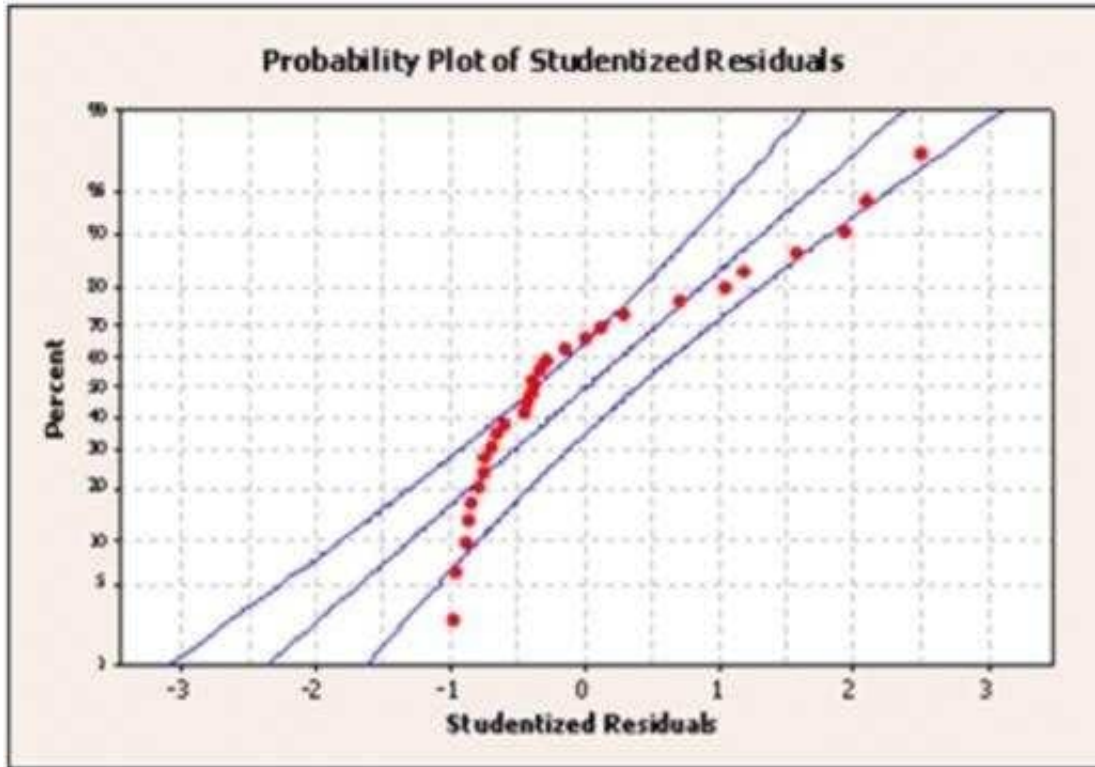
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**QUESTION 1**

While checking regression model assumptions, an engineer generates the following normal probability plot of residuals. Which of the actions below is the most appropriate next step?



- A. Transform the response and re-fit the model
- B. Investigate run order for a time pattern
- C. Add runs, collect additional data and re-fit the model
- D. Remove the highest order term from the model

Correct Answer: A

QUESTION 2

Cost of Poor Quality (COPQ) can be classified as Visible Costs and Hidden Costs. Which of these items is a Visible Cost?

- A. Lost Customer Loyalty
- B. Time Value of Money
- C. Returns
- D. Late Delivery



Correct Answer: C

QUESTION 3

A Full Factorial experiment using a 3 level 3 factor approach has been proposed to test the viability of an extrusion machine experiment. How many treatment combinations will this approach involve?

- A. 6
- B. 9
- C. 27
- D. 54

Correct Answer: C

QUESTION 4

As a means of measuring the effects on other areas of a process as a result of changes in the primary metric we also define and track _____.

- A. Parallel process metrics
- B. Secondary metrics
- C. Tertiary metrics
- D. Industry standards

Correct Answer: B

QUESTION 5

The distance between the Mean of a data set and the Point of Inflection on a Normal curve is called the _____.

- A. Curve Spread
- B. Standard Deviation
- C. Numerical Average
- D. Data Breadth

Correct Answer: B