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QUESTION 1

If we want to do a project to try to make things better in our department, we could:

- A. Contact a Process Improvement Specialist for guidance
- B. Make sure we can measure our performance to know if our change had an impact
- C. Communicate with other areas that could be impacted if we make a change
- D. Work as a team to figure out what we can try as a project
- E. All of the above

Correct Answer: E

QUESTION 2

Which of the following is true about QFD (Quality function Deployment)?

- A. This is a process of deploying skilled labour in a project.
- B. This is the process for final quality assessment of a product.
- C. This is the method capability assurance of any process.
- D. This is the process of planning for products and services.

Correct Answer: D

QUESTION 3

In Six Sigma, the word defect means_____?

- A. A Product or Service transaction not meeting specifications
- B. A Product or Service transaction smaller than the specification
- C. A Product or Service transaction meeting the specification
- D. A Product or Service transaction greater than the specification

Correct Answer: A

QUESTION 4

General Electric is credited with originating the concept of Six Sigma.

- A. True



B. False

Correct Answer: B

QUESTION 5

A botched moment of truth would be:

- A. An internal failure
- B. An external failure
- C. An appraisal cost
- D. A prevention cost

Correct Answer: A

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