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18
IASSC Lean Six Sigma - Yellow Belt

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Question: 1

When a process has proven itself to function at a Six Sigma level this means there are less than _____defects per million opportunities.

A. 1.7
B. 2.6
C. 3.4
D. 10

Answer: C

Question: 2

Six Sigma refers to a process whose output has at least 95% of its data points within 6 Standard Deviations from the Mean.

A. True
B. False

Answer: B

Question: 3

Training cost is $3,000 and a project required an initial investment of $12,000. If the project yields monthly savings of $1,800 beginning after 3 months, what is the payback period in months (before money costs and taxes)?

A. 4.17
B. 8.33
C. 11.33
D. 28.28

Answer: C

Question: 4

The ROI for a project is a measurement metric that stands for Return on Investment and is one of the

methods used to measure the success of a Lean Six Sigma project.

A. True
B. False

Answer: A

Question: 5

The DMAIC approach to problem solving stands for Define, _____, Analyze, Improve and Control.

A. Manage
B. Measure
C. Memorize
D. Manipulate

Answer: B

Question: 6

Voice of the Customer is a Lean Six Sigma technique to determine the _____ attributes of a product or service.

A. Desirable
B. Beneficial
C. Critical-to-Quality
D. Preferred

Answer: C

Question: 7

Benefits and working conditions would be primarily the concern of which of the following?

A. Voice of the Customer
B. Voice of the Employee
C. Voice of the Business
D. Voice of the Process

Answer: B

Question: 8

In the expression Y = f(Xn) Y, the output, is the _____ variable and Xn, the inputs, are the _____ variables.

A. Independent, dependent
B. Individual, multiple
C. Sole, multiple
D. Dependent, independent

Answer: D

Question: 9

When we assess the Voice of the Customer we are attempting to determine the gaps in our processes between “what is” and _____.

A. “What isn’t”
B. “What will make money”
C. “What will cost less”
D. “What should be”

Answer: D

Question: 10

Which of the following would likely not be a CTQ (Critical-to-Quality) for the purchase of a product?

A. Functionality
B. Durability
C. Dependability
D. None

Answer: D

Question: 11

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

Answer: B

Question: 12

Al bought a handheld GPS from his local electronics store. When he entered an address it would not function. For the manufacturer of the GPS this would be categorized as what type of cost?

A. Internal Failure Cost
B. Prevention Cost
C. External Failure Cost
D. Appraisal Cost

Answer: C

Question: 13

Which of the following is a method of expressing the concept that the outputs of a process are a function
of all the inputs to the process?

A. Y = f(Xn)
B. RTY > 90%
C. Yield = Effort
D. Flow = Demand

Answer: A

Question: 14

When we create a Process Map and want to depict an action step in the process we would use the _____ symbol.

A. Diamond
B. Circle
C. Ellipse
D. Rectangle

Answer: D

Question: 15

A Belt has determined that the loan application does not need to be reviewed by accounting thereby improving the number of applications a loan processer can handle. According to Cost of Poor Quality (COPQ) definitions RTY improvement would be considered _____.

A. Downsizing savings
B. Hard savings
C. Soft savings
D. Median savings

Answer: B

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