

# Latest Version: 6.0

## Question: 1

According to the KANO model, which performance feature of a product or service is MOST likely to satisfy a customer's expectations?

Response:

- A. Delightfully friendly sales assistant
- B. Reliability and robustness of the components
- C. Compliance to industry standards
- D. Financial performance of production process

**Answer: B**

## Question: 2

The proper functioning of a Visual Factory is dependent upon which of these?

Please choose the correct answer.

Response:

- A. Breakthrough projects
- B. Work space with active 5S
- C. Availability of visual tools
- D. Technically skilled workers

**Answer: C**

## Question: 3

How many factors are used to calculate RPN?

Response:

- A. 4
- B. 5
- C. 3
- D. 2
- E. 1

**Answer: C**

## Question: 4

Which of the following questions should be asked on the completion of a process improvement project?

1. Should anything have been done differently?
2. What aspect of the project should be changed if doing it again?
3. What are the customer's requirements and expectations?
4. What were the weakest and strongest points?

Response:

- A. 1, 3, 4
- B. 1, 2, 4
- C. 1, 2, 3
- D. 2, 3, 4

**Answer: B**

## Question: 5

Which of the following describe elements of metrology?

1. Process of checking the accuracy of a measurement device
2. Adjusting an instrument to make sure it is within specification
3. Scientific study of the atmosphere and how it evolves through time
4. Ability to relate measurement to a reference standard in a way that is verifiable

Response:

- A. 1, 3, 4
- B. 1, 2, 3
- C. 1, 2, 4
- D. 2, 3, 4

**Answer: C**

## Question: 6

As we calibrate our Measurement System to assure accurate data we frequently encounter Bias which is the \_\_\_\_\_ of a measured value from the \_\_\_\_\_ value.

Response:

- A. Spread, Mean of the population
- B. Deviation, true
- C. Deviation, hoped for
- D. Spread, idea

**Answer: B**

### Question: 7

Select any of the following that are collective elements of a great control plan?

Response:

- A. Business Plans
- B. HR Accounting
- C. Training Plans
- D. Standard Operating Procedures
- E. Communication Plans

**Answer: CDE**

### Question: 8

When comparing a short-term process capability index  $C_p$  to a long-term process performance index  $P_{pk}$ , what should the result be?

Response:

- A. Process capability  $C_p$  and process performance  $P_{pk}$  are virtually identical
- B. Process capability  $C_p$  is a lower number than  $P_{pk}$
- C. Process performance  $P_{pk}$  is a lower number than  $C_p$
- D. Difference between  $P_{pk}$  and  $C_p$  is always 1.5 standard deviations

**Answer: C**

### Question: 9

If a Histogram displays two peaks the distribution would likely be \_\_\_\_\_.

Please choose the correct answer.

Response:

- A. Multi-skewed
- B. Transformed
- C. Bi-attribute
- D. Bimodal

**Answer: D**

## Question: 10

What is the Range (R) of the data set: 2, 5, 6, 9, 8, 5, 7?

Response:

- A. 6
- B. 1
- C. 5
- D. 7

**Answer: D**