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LEANITL
Lean IT Leadership

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Product Version

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Latest Version: 6.0

Question: 1

How frequently should an activity such as Budget Review be included in a Leader Standard Work?
Response:

A. Daily
B. Weekly
C. Monthly
D. Quarterly

Answer: D

Question: 2

As part of Leader Standard Work in IT, how often do team coaching sessions take place?
Response:

A. Daily
B. Weekly
C. Monthly
D. Quarterly

Answer: B

Question: 3

You have been trying this 'Lean IT Leadership' thing out for a couple of months now, and you are getting a bit frustrated. Most of the time, your team finds your daily Gemba walks to be more disruptive than supportive to their work. They are getting a bit annoyed with the interference.
You spend around 15-20 minutes on your Gemba walk every day, and make sure that you 'visit' all teams and all stations. The rest of the day you are in your usual meetings and handle the usual issues that come up. You ask your Lean coach for advice.
What is most likely to be the advice your coach gives you?
Response:

A. To discuss with your employees how to make the conversations you have during Gemba walks more value adding than disturbing.

B. To observe well before you challenge your employees on their practice or raise issues. This way you ensure that you do not ask questions for the sake of asking and that your discussions with your employees are adding value.

C. To ponder what the root cause of the problem is. Why are the Gemba walks not yielding the desired result? Once you have found the root cause, your coach will ask you to change what is wrong, so you can improve.

D. To ensure that you observe more before you ask questions. In addition, ensure that you do not cloud the employees' perspective by bringing too many observations and opinions to the discussions.

Answer: A

Question: 4

In terms of systems, what is the meaning of holistic thinking?
Response:

A. Being aware of the relationships between components.
B. Focusing on creating a vision for the near or distant future.
C. Realizing the full value of operational excellence across the organization
D. Understanding how changes ripple across the value stream.

Answer: A

Question: 5

How can we attain Flow Efficiency?
Response:

A. Create a chain of specialists in the process.
B. Focus on more variation in the workforce
C. Focus on the unit of work that is processed
D. Use resources as efficiently as possible.

Answer: C

Question: 6

Which step in the development 'Lean Leadership Development Model' by Jeffrey Liker is considered the most important?
Response:

A. Coach and Develop Others

B. Commit to Self-Development
C. Create Vision and Align Goals
D. Support Daily Kaizen

Answer: B

Question: 7

Why is it important that IT Leaders take an active role in eliminating Mura and Muri?
Response:

A. During a Gemba walk Leaders are in a position to tell their staff to do something about it.
B. Leaders can look for patterns, forms, and habits at the Gemba.
C. Leaders have the most influential and direct impact on issues related to Mura and Muri.
D. Only Leaders should look for the reasons why something went wrong.

Answer: C

Question: 8

Everyone in an IT team is responsible for a similar part of the software or type of hardware. What type of IT team is this?
Response:

A. Customer-oriented team
B. Project team
C. Service-oriented team
D. Technical team

Answer: D

Question: 9

What is the most important focus when transforming to Lean IT?
Response:

A. Focus on cost advantages
B. Focus on Customer Value
C. Focus on Shingo principles
D. Focus on strategic gains

Question: 10

Of which routine of Leader Standard Work in IT is 'Processing issues on the improvement board' a part?
Response:

A. Activities to align goals
B. Daily Kaizen activities
C. Weekly improvement activities
D. Improvement Kaizen activities

Answer: C

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