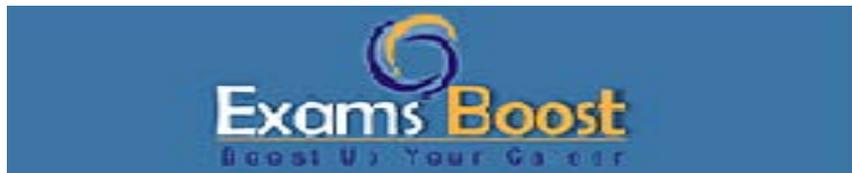


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Question: 1

According to the Cynefin model, IT problems which require expert knowledge to determine cause and effect relationships are called what?

Response:

- A. Composite problems
- B. Complicated problems
- C. Ordered problems
- D. Chaotic problems

Answer: B

Question: 2

In the context of completing an A3 report, which is a skill used in Summarizing?

Response:

- A. Able to combine several aspects of a problem into a single statement
- B. Able to break a problem down into its constituent parts
- C. Able to express relevant information briefly and concisely
- D. Able to utilize pictures and graphics to explain problems and solutions

Answer: C

Question: 3

If you were addressing a process which was unstable, what kind of variation would you be attempting to understand and ultimately control?

Response:

- A. Common cause variation
- B. Independent variation
- C. Special cause variation
- D. Quantitative variation

Answer: C

Question: 4

The Kaizen team lead is preparing a communication plan. The following information will be included: Content, Audience, Timing, Form, Input, Actions, Capacity. Which information will be missing from the report?

Response:

- A. Status
- B. Issues
- C. Purpose
- D. Author

Answer: C

Question: 5

High-impact IT incidents which occur regularly but require different levels of effort and time are an example of what unit of work category?

Response:

- A. Joggers
- B. Sprinters
- C. Runners
- D. Repeaters

Answer: D

Question: 6

Which is the best description of a good A3 problem-solving report?

Response:

- A. It is restricted to no more than a single page which restricts verbosity.
- B. It helps the team to follow a structured problem-solving method.
- C. For completeness it should include Background and Follow-up sections.
- D. Remaining issues and upcoming actions should be described.

Answer: B

Question: 7

What are the Seven Basic Tools of Quality?

Response:

- A. Histogram, Pareto chart, Scatter diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Check sheet
- B. Root cause analysis, Pareto chart, Scatter diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Check sheet
- C. Histogram, Pareto chart, Spaghetti diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Check sheet
- D. Histogram, Pareto chart, Scatter diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Brainstorming

Answer: A

Question: 8

Using the Business case development technique what is the maximum period within which the Kaizen solution should produce positive return?

Response:

- A. Within three months
- B. Within six months
- C. Within nine months
- D. Within twelve months

Answer: B

Question: 9

How is a Kaizen initiative selected?

Response:

- A. Problems that require investigation are selected by the sponsor and added to an improvement board
- B. IT investigates and fixes problems based on the sequence shown on an improvement board
- C. Problems are listed on an improvement board by the sponsor and are actioned by IT
- D. Problems are selected from an improvement board by the sponsor and or a small team including the sponsor and investigated

Answer: D

Question: 10

What is Step 3 of the Improve Phase?

Response:

- A. Select and prioritize solutions
- B. Apply best and good practices
- C. Generate potential solutions
- D. Develop 'Future state' VSM

Answer: B

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