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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

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