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Question: 1

On an X-bar chart, what variable is always represented on the x-axis?

- A. Variations
- B. Errors
- C. Length
- D. Time

Answer: D

Explanation:

Time. On an X-bar chart, time is always represented on the x-axis. X-bar charts are control charts for variables data. The chart should resemble a chronological model of the process; as the bars move away from the y-axis, they represent the advancement of time. In order for an X-bar chart to be possible, any variation must be assigned a time value. Outlying values on the X-bar chart indicate the presence of special-cause variation.

Question: 2

which of the following diagrams indicates the critical path of a process?

- A. Gantt chart
- B. Work breakdown structure
- C. Value stream analysis
- D. Matrix diagram

Answer: A

Explanation:

Gantt chart. A Gantt chart indicates the critical path of a process. The critical path is the sequence of steps that have a direct bearing on the overall length of the process. Some steps can be delayed without elongating the overall duration of the process: these steps are not considered to be on the critical path. A work breakdown structure depicts the organization of a process. To create a work breakdown structure, one isolates the various components of a problem and then considers the various contingencies associated with each component. A value stream analysis determines the elements of a process that add value to the finished product. These elements are targeted for special attention. Finally, a matrix diagram depicts the relative strengths of the relationships between the items in different groups. A matrix diagram might indicate causal relationships between various factors in a process or might supply medication which of the factors are related.

Question: 3

Which of the following is a disadvantage of higher-order multiple regression models?

- A. These models do a poor job of defining the area around a stationary point.
- B. Comprehensive and detailed experiments must be performed on the main effects.
- C. These models rarely have clear peaks and valleys.
- D. Small regions are difficult to perceive.

Answer: B

Explanation:

Comprehensive and detailed experiments must be performed on the main effects. One disadvantage of higher-order multiple regression models is that comprehensive and detailed exponents must be performed on the main effects. Otherwise, it will not be wise to assume that the results of the higher-order multiple regression models are useful or accurate. However, higher-order multiple regression models have a number of advantages. For one thing, they are excellent at clearly defining the area around a stationary point. They typically have well-defined peaks and valleys, which facilitates analysis. Also, they are very effective at mapping small regions in the process, so they are able to achieve a high level of precision and detail.

Question: 4

If there are 32 observations in an experiment, it is typical to run autocorrelations from lag 1 to:

- A. Lag 4
- B. Lag 8
- C. Lag 16
- D. Lag 32

Answer: B

Explanation:

Lag 8. If there are 32 observations in an experiment, it is typical to run autocorrelations from lag 1 to lag 8. The basic calculation for the number of autocorrelations in an experiment is $\frac{x}{4}$, in which x is the number of observations. Since there are 32 observations in this experiment, autocorrelations should run from lag 1 to lag 8. The lag is the difference between correlated observations. In lag 1, for instance, observation 1 is correlated with observation 2, observation 2 is correlated with observation 3, and observation 3 is correlated with observation 4, and so on. In lag 8, observation 1 would be correlated with observation 9, observation 2 with observation 10, observation 3 with observation 11, and so on. An experiment with 32 observations would include all of the intervening correlations between lag 1 and lag 8 (that is, lags 2 through 7).

Question: 5

During which stage of DMAIC is it most useful to calculate process velocity?

- A. Analyze
- B. Define
- C. Control
- D. Improve

Answer: A

Explanation:

Analyze. It is most useful to calculate process velocity during the analyze stage of DMAIC. Process velocity is the rate at which a particular phase of the process adds value. Obviously, the higher the process velocity, the better. This metric is most useful during the analyze stage of DMAIC because it can be used to prioritize methods for improving cycle time. Velocity is typically calculated by dividing the number of value-added steps by the process lead time, which is the number of items in the process divided by the number of process completions per hour. Of course, as with any metric of quality, process velocity is somewhat subjective,

Question: 6

In kaizen, the idea that one step in a process should be completed only when the subsequent steps are ready is referred to as:

- A. Flow
- B. Poka-yoke
- C. Pull
- D. Perfection

Answer: C

Explanation:

Pull. In kaizen, the idea that one step in a process should be completed only when the subsequent steps are ready is referred to as pull. This is opposite to the typical arrangement in manufacturing processes, in which materials are pushed through the process chain as they are completed. Kaizen recommends instead that materials be drawn along by vacuums created in the production chain. A process chain in which this occurs is said to have pull. Flow, meanwhile, is the continuous completing of a process. Organizations that adopt the kaizen philosophy attempt to make flow constant in every department and stage of processes. Poka-yoke a Japanese system for error-proofing, based on the premise that avoiding errors in the first run is worth a slightly higher cost. Perfection is the kaizen ideal of continuous improvement. Perfection is a goal that can never be attained but should be strived towards regardless.

Question: 7

Which type of Pareto chart would be the least useful?

- A. One in which the bars represent costs
- B. One in which the cumulative percentage line is steep
- C. One in which all the bars are roughly the same height
- D. One in which the bars on the left are significantly taller than the bars on the right

Answer: C

Explanation:

One in which all the bars are roughly the same height. The least useful type of Pareto chart would be one in which all the bars are roughly the same height. A Pareto chart is used to identify the most important and urgent problems in a process. It is based on the Pareto principle, which is basically that a process can be improved dramatically through attention to the few most important problems. It is essential that the bars on a Pareto chart represent fungible values, like cost or count. A Pareto chart will not be useful if it is based on percentages or rates. The most useful Pareto charts have several large bars on the left, indicating problems that are significantly more important than others. Singularly, a steeply ascending cumulative line on a Pareto chart indicates that a few of the identified factors are very important, and therefore that the chart will be useful. If all of the bars on a Pareto chart are roughly the same height, no one factor is more important than another, meaning it will be impossible to generate an unusual amount of benefit by solving a single problem.

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