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QUESTION 1

Handling of warranty returns, process improvement team meetings and rework to meet customer expectations are all examples of business costs that are classified as _____.

- A. Nuisance
- B. Non-value Add
- C. Necessary
- D. Unavoidable

Correct Answer: B

QUESTION 2

Find Cpk

- A. 2.00
- B. 0.56
- C. 1.33
- D. 0.44

Correct Answer: D

QUESTION 3

Cost of Poor Quality (COPQ) can be classified as Visible Costs and Hidden Costs. Which of these items is a Visible Cost?

- A. Lost Customer Loyalty
- B. Time Value of Money
- C. Returns
- D. Late Delivery

Correct Answer: C

QUESTION 4

The Normal Distribution is considered to be the most important distribution in statistics and, among other things is defined as having a total area under the curve of 1, is mounded and symmetrical and the Mean, Median and Mode are _____.

- A. All evenly divisible by 3
- B. Twice the Standard Deviation
- C. Within 10% of each other
- D. The same number

Correct Answer: D

QUESTION 5

For a Kanban to be successful which of these must occur?

- A. Consistent cycle times
- B. Fairly stable process demand of product or service
- C. Low defect rate of incoming product or service
- D. All of the above

Correct Answer: D

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