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QUESTION 1

A Belt has determined that the way a printed circuit board is soldered can reduce network by 20% thereby improving the RTY. According to Cost of Poor (COPQ) definitions RTY improvement would be considered _____.

- A. Hard savings
- B. Downsizing savings
- C. Soft savings
- D. Median savings

Correct Answer: A

QUESTION 2

What conclusion is most correct about the Experimental Design shown here with the response in the far right column?

Adv	Bev	Des	Crux	Response
-1	-1	-1	-1	20
1	-1	-1	1	14
-1	1	-1	1	17
1	1	-1	-1	10
-1	-1	1	1	19
1	-1	1	-1	13
-1	1	1	-1	14
1	1	1	1	10

- A. No factor has enough statistical confidence greater than 95% to have an impact on the response rate
- B. Constant, Adv and Bev are the only factors statistically affecting the response rate with 95% confidence or more
- C. If the Adv is increased from the low level to the high level, the response rate increases
- D. The response level is statistically concluded to only need the Adv and Bev factors set at the low level to get the largest response rate

Correct Answer: D

QUESTION 3

Hypothesis Tests determine the probabilities of differences between observed data and the hypothesis being solely due to chance. This is determined based on the result of the _____.

- A. Random acts
- B. P-values

C. Standard Deviations

D. R-values

Correct Answer: B

QUESTION 4

_____ represents all the variation that one can expect to experience from the output of the subject process.

A. A Standard Deviation

B. Data range

C. Long-term Data

D. The Mode

Correct Answer: C

QUESTION 5

When a Belt wishes to clarify the activities of various departments in a Process Map she is creating she adds a feature to the map called _____.

A. Department Dividers

B. Passing Lanes

C. Swim Lanes

D. Responsibility Paths

Correct Answer: C

QUESTION 6

The Mann-Whitney test is a powerful test and is unique to situations from which of the choices listed?

A. Testing the identity of two populations

B. Focuses on equality of the Median of the two populations

C. More widely applicable than the traditional "t-test"

D. Both b and c

Correct Answer: D

QUESTION 7

The relationship between a response variable and one or more independent variables is investigated and modeled by use of _____.

- A. X-Y Matrix
- B. Baldrige Assessment
- C. Analysis of Variance (ANOVA)
- D. Critical X's Definition

Correct Answer: C

QUESTION 8

Voice of Customer is:

- A. A table to collect raw voices of Customers
- B. A software tool to automatically update customer feedbacks
- C. First used in Measure phase
- D. All of the above

Correct Answer: A

QUESTION 9

When two Inputs have an impact on the Output together yet seem to have no or little impact on their own this is called a/an _____.

- A. Interaction
- B. Oddity
- C. Coincidence
- D. Impossibility

Correct Answer: A

QUESTION 10

One of the key roles of a Champion (Sponsor) is _____

- A. Hire team of Master Black Belt, Black Belts, among others
- B. Develop process maps

C. Perform Statistical Analysis

D. Play a pivotal role in that they own the processes of the business and, therefore, must ensure process improvements are captured and sustained

E. Conduct a brainstorming session

Correct Answer: D

QUESTION 11

Kano Model depicts the following from the customer, EXCEPT:

A. Delighters

B. Satisfiers

C. Must-Be

D. Objections

Correct Answer: D

QUESTION 12

One method of implementing control to the critical phase of a process is to automate the stoppage of the process if a key metric goes out of specification.

This control tool is called _____.

A. Process Interruption

B. Poka-Yoke

C. Spec Stop

D. Flow Protection

Correct Answer: B

QUESTION 13

If a set of data is very similar in value yet far off the mark relative to the targeted value this data could be said to be:

A. Precise but not accurate

B. Accurate but not precise

C. Precise but skewed

D. Accurate but distributed

Correct Answer: D

QUESTION 14

Which of the following are characteristics of the inputs to a process?

- A. These are referred to as the x variables
- B. These are the "causes" that create the effect
- C. A process output is a function of its inputs
- D. All of the above

Correct Answer: D

QUESTION 15

What is the purpose for gage R and R?

- A. statistical analysis to evaluate measure error
- B. to understand repeatability and reproducibility of your MSA
- C. to help validate what is a defect and what is not or to look for variation within operator and between operators
- D. all of the options

Correct Answer: D

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