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Six Sigma Green Belt

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QUESTION 1

Which of the following measures is increased when process performance is improved?

- A. Variability range
- B. Capability index
- C. Repeatability index
- D. Specification limits

Correct Answer: B

QUESTION 2

Which of following purpose is a full factorial design?

- A. if possible, remove the effects of lurking
- B. provide information on the effects of interactions
- C. provide information on the effects of main factors
- D. all of the above

Correct Answer: D

QUESTION 3

One of the most common measures of variability in a data set or population.

- A. Normal Distribution
- B. Alpha Risk
- C. Mean
- D. Standard Deviation

Correct Answer: D

QUESTION 4

Create an operational definition for "12 pound bar" that results in attribute data.

Correct Answer: Check the answer in explanation.

Criteria: Select a bar from inventory. Place it on a digital scale. If the digital readout is between 11.999 and 12.001, inclusive, then the bar is classified as 12 pounds. If the digital readout is not between 11.999 and 12.001, inclusive, then the

bar is classified as not 12 pounds.

Test: Select a particular bar and put it on the scale. Record the digital readout. Decision:

If $11.999 \leq \text{digital readout} \leq 12.001$, then bar = 12 pounds.

If digital readout > 12.001 , then bar \neq 12 pounds.

QUESTION 5

Which element of waste best describes the cost of a resource being in the queue?

- A. Waiting
- B. Motion
- C. Inventory
- D. Correction

Correct Answer: A

QUESTION 6

For a Normal Distribution the Mean, Median and Mode are the same data point.

- A. True
- B. False

Correct Answer: A

QUESTION 7

When creating a Cause and Effect Diagram the team needs to continually broaden their view as well as drill down until they identify all the potential _____ impacting their process.

- A. Line operators
- B. Root Causes
- C. Inventory issues
- D. Customer requests

Correct Answer: B

QUESTION 8

The reason(s) for not marking the customer Specification Limits (SL) on a Control Chart is which of these? (Note: There are 4 correct answers).

- A. Process control teams should not control a process based on SLs
- B. Displaying the SLs on a Control Chart sends a wrong signal toward process control
- C. Marking the SLs on a Control Chart is against the principle of charting
- D. By marking the SLs, one can confuse the operator as to what limits are critical
- E. By using mere Control Limits the process only needs to be in Statistical Control

Correct Answer: ABDE

QUESTION 9

The use of station warning lights, tool boards and jidohka devices in the application of Lean accomplish which of these principles?

- A. Pilferage Minimization
- B. Visual Factory
- C. Management Awareness
- D. Operator Attentiveness

Correct Answer: B

QUESTION 10

Provide an example of a question on a Kano survey.

Correct Answer: Check the answer in explanation.

Column 1	Column 2	Column 3	Column 4
CTQs	How would you feel if the following CTQ were present?	How would you feel if the CTQ were not present?	What percentage cost increase, over current costs, would you be willing to pay for this CTQ?
Study Center in the dormitory	Delighted [] Expect it and like it [] No feeling [] Live with it [] Do not like it [] Other []	Delighted [] Expect it and like it [] No feeling [] Live with it [] Do not like it [] Other []	0% _____ 10% _____ 20% _____ 30% _____ 40% or more _____

QUESTION 11

Construct a table that shows how to prioritize potential Strategic Six Sigma projects based on their relationships with business objectives. Explain how the table functions to accomplish its aim.

Correct Answer: Check the answer in explanation.

				Six Sigma Project			
				Project 1	Project 2		Project 11
B O	BO1	W E I G H T S	W1				
	BO2		W2				
					1=weak		
	BOm		Wm		3=moderate		
Weighted Average of CTQs					9=strong		

1. Wis are developed by the Finance Department. The sum of $W_i = 1.0$.

2. Cell values are determined by team members with the strong guidance of the finance department.

The weighted averages that are shown in the last row of the columns are ranked from smallest to largest. The largest average is considered the highest priority project.

Alternatively, a control chart could be used to find a project with a weighted average that is out of control on the high side from the other project's averages.

QUESTION 12

What type of control chart should be used to study the above data?

Correct Answer: p chart with constant subgroup size

QUESTION 13

If a company fails to meet their quarterly projected sales and profit forecasts, which of the following stakeholder groups would be LEAST affected?

- A. Suppliers
- B. Stockholders
- C. Employees
- D. Society

Correct Answer: D

Note that a negative response is requested. In today's volatile stock market, the share price could drop 10% or more if the quarterly sales or profit forecast were missed. Dependent upon how badly the numbers were missed, employees and suppliers could be affected as well. Society (particularly local society) could also be impacted but certainly to a lesser extent.

QUESTION 14

Customers make a purchase decision based on a number of factors. In Lean Six Sigma we refer to these decision points as CTQ's or as _____.

- A. Critical-to-quality
- B. Conscious thought qualities
- C. Conspicuous time quandaries
- D. Cost of the quantity

Correct Answer: A

QUESTION 15

The essence of Lean is to concentrate effort on removing waste while improving process flow to achieve speed and agility at lower cost.

- A. True
- B. False

Correct Answer: A

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