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QUESTION 1

Which of the following is true?

- A. Defects and defectives are identical
- B. A defective unit contains only one defect
- C. A defective unit can contain more than one defect
- D. Defects and defectives are two completely different concepts

Correct Answer: C

QUESTION 2

Using this data calculate the percentage of DPU. Data: 763 defects, 18,000 units.

- A. 2.12
- B. 3.42
- C. 4.24
- D. 5.72

Correct Answer: C

QUESTION 3

Which of the following is not a mode of collecting the VOC data?

- A. Decomposition
- B. Demographic surveys
- C. Customer complaints
- D. Be a customer

Correct Answer: A

QUESTION 4

Who developed the 5Whys method?

- A. Sakichi Toyoda
- B. Kaoru Ishikawa
- C. Shigeo Shingo
- D. Philip Crosby

Correct Answer: A

QUESTION 5

If the results from a Hypothesis Test are located in the "Region of Doubt" area, what can be concluded?

- A. Rejection of the Alpha
- B. We fail to reject the Null Hypothesis
- C. The test was conducted improperly
- D. We reject the Null Hypothesis

Correct Answer: D

QUESTION 6

Quick response to customer complaints is an example of _____.

- A. External failure costs
- B. Appraisal costs
- C. Internal failure costs
- D. Preventive costs

Correct Answer: A

QUESTION 7

The distance between the Mean of a data set and the Point of Inflection on a Normal curve is called the _____.

- A. Curve Spread
- B. Standard Deviation

C. Numerical Average

D. Data Breadth

Correct Answer: B

QUESTION 8

In Robust Design, the transmitted noise is minimum, where:

A. The slope of the response curve is minimum

B. The slope of the response curve is maximum

C. The slope of the curve is 450

D. The slope of the curve is 600

Correct Answer: B

QUESTION 9

The calculation of Column Total times Row Total divided by Grand Total yields expected values from what type of chart?

A. Pareto Chart

B. Sakami Table

C. Contingency Table

D. None

Correct Answer: C

QUESTION 10

The Hardware Store ordered ten lawn mower from the manufacturer and just before shipping the manufacturer found one to have a motor that wouldn't start. For the manufacturer this would be categorized as what type of cost?

A. Internal Failure Costs

B. External Failure Costs

C. Prevention Costs

D. Appraisal Costs

Correct Answer: A

QUESTION 11

Two of the key deliverables for the Measure Phase are a robust description of the process and its flow and an assessment of the Management System.

A. True

B. False

Correct Answer: B

QUESTION 12

Who was the chief mentor of force field analysis?

A. Kaizen

B. Maslow

C. Kurt Lewin

D. Deming

Correct Answer: C

QUESTION 13

Which of these is not a primary cause for Non-normal Data?

A. Skewness

B. Mixed Distributions

C. Kurtosis

D. Formulosis

E. Granularity

Correct Answer: D

QUESTION 14

Screening experiments are the proper choice when a Belt is faced with the situation of highly Fractional Factorial Designs.

- A. True
- B. False

Correct Answer: A

QUESTION 15

Common and Special Cause _____ are the focus of Statistical Process Control.

- A. Prediction
- B. Ideation
- C. Capability
- D. Variation

Correct Answer: D

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