

GAQM CLSSYB Exam

Volume: 120 Questions

Question No: 1

When a process has proven itself to function at a Six Sigma level this means there are less than _____ defects per million opportunities.

- A. 1.7
- B. 2.6
- C. 3.4
- D. 10

Answer: C

Question No: 2

Six Sigma refers to a process whose output has at least 95% of its data points within 6 Standard Deviations from the Mean.

- A. True
- B. False

Answer: B

Question No: 3

Training cost is \$3,000 and a project required an initial investment of \$12,000. If the project yields monthly savings of \$1,800 beginning after 3 months, what is the payback period in months (before money costs and taxes)?

- A. 4.17
- B. 8.33
- C. 11.33
- D. 28.28

Answer: C

GAQM CLSSYB Exam

Question No: 4

The ROI for a project is a measurement metric that stands for Return on Investment and is one of the methods used to measure the success of a Lean Six Sigma project.

- A. True
- B. False

Answer: A

Question No: 5

The DMAIC approach to problem solving stands for Define, _____, Analyze, Improve and Control.

- A. Manage
- B. Measure
- C. Memorize
- D. Manipulate

Answer: B

Question No: 6

Voice of the Customer is a Lean Six Sigma technique to determine the _____ attributes of a product or service.

- A. Desirable
- B. Beneficial
- C. Critical-to-Quality
- D. Preferred

Answer: C

Question No: 7

Benefits and working conditions would be primarily the concern of which of the following?

GAQM CLSSYB Exam

- A. Voice of the Customer
- B. Voice of the Employee
- C. Voice of the Business
- D. Voice of the Process

Answer: B

Question No: 8

In the expression $Y = f(X_n)$ Y, the output, is the _____ variable and X_n , the inputs, are the _____ variables.

- A. Independent, dependent
- B. Individual, multiple
- C. Sole, multiple
- D. Dependent, independent

Answer: D

Question No: 9

When we assess the Voice of the Customer we are attempting to determine the gaps in our processes between “what is” and _____.

- A. “What isn’t”
- B. “What will make money”
- C. “What will cost less”
- D. “What should be”

Answer: D

Question No: 10

Which of the following would likely not be a CTQ (Critical-to-Quality) for the purchase of a product?

GAQM CLSSYB Exam

- A. Functionality
- B. Durability
- C. Dependability
- D. None

Answer: D

Question No: 11

The Pareto Chart is a tool that displays data that typically follows what ratio?

- A. 70:30
- B. 80:20
- C. 90:10
- D. 95:5

Answer: B

Question No: 12

AI bought a handheld GPS from his local electronics store. When he entered an address it would not function. For the manufacturer of the GPS this would be categorized as what type of cost?

- A. Internal Failure Cost
- B. Prevention Cost
- C. External Failure Cost
- D. Appraisal Cost

Answer: C

Question No: 13

Which of the following is a method of expressing the concept that the outputs of a process are a function of all the inputs to the process?

GAQM CLSSYB Exam

- A. $Y = f(X_n)$
- B. $RTY > 90\%$
- C. Yield = Effort
- D. Flow = Demand

Answer: A

Question No: 14

When we create a Process Map and want to depict an action step in the process we would use the _____ symbol.

- A. Diamond
- B. Circle
- C. Ellipse
- D. Rectangle

Answer: D

Question No: 15

A Belt has determined that the loan application does not need to be reviewed by accounting thereby improving the number of applications a loan processor can handle. According to Cost of Poor Quality (COPQ) definitions RTY improvement would be considered _____.

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

Answer: B

Question No: 16