

EXAMGOOD

QUESTION & ANSWER

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Exam : ICYB

**Title : IASSC Certified Lean Six
Sigma Yellow Belt**

Version : DEMO

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

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

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

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

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

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

Answer: B

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

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

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

Answer: B

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

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

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

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

Answer: D

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

12.Al 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

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?

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

Answer: A

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

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

16.The following Business Case is constructed properly.

“During most of 2008 Division 16 experienced a 4.2% product return rate versus a target of nearly no returns.This costs the company a whole bunch of money.

- A.True
- B.False

Answer: B

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

- A.Defect removal
- B.Removing waste
- C.Overtime reduction
- D.Rework reduction

Answer: B

18.As a Belt created a Process Map he realized there were multiple departments involved in this process so he added a feature to the map called _____.

- A. Passing Lanes
- B. Swim Lanes
- C. Department Dividers
- D. Responsibility Paths

Answer: B

19. As we conceive and define a LSS project one of the overriding things we hope to accomplish is to reduce the _____.

- A. Work force
- B. Number of process steps
- C. Inventory
- D. Cost of Poor Quality

Answer: D

20. The Value Chain in an organization is the sum total of all the processes which occur in the business to take inputs and turn them into customer desired outputs.

- A. True
- B. False

Answer: A