

GAQM

Exam CLSSBB

Certified Lean Six Sigma Black Belt (CLSSBB)

Version: 6.1

[Total Questions: 227]

Topic 1, Volume A**Question No : 1 - (Topic 1)**

SWOT is an acronym for:

- A. strengths, weaknesses, opportunities, threats
- B. statistics without tables
- C. sensory Weibull ordinal tools
- D. success wields optimal teams
- E. none of the above

Answer: A

Question No : 2 - (Topic 1)

Perform a risk analysis to determine the expected profit or (loss) from a project which has four possible disjoint outcomes: Outcome A shows a profit of \$340,000 and has a probability of 0.25 Outcome B shows a profit of \$120,000 and has a probability of 0.40 Outcome C shows a loss of \$40,000 and has a probability of 0.10 Outcome D shows a profit of \$100,000 and has a probability of 0.25

- A. \$130,000
- B. \$520,000
- C. \$154,000
- D. (\$168,000)
- E. none of the above

Answer: C

Question No : 3 - (Topic 1)

The leader in the quality movement who recommended that organizations “eliminate numerical quotas for the work force and numerical goals for management.” :

- A. Juran
- B. Ishikawa
- C. Crosby
- D. Feigenbaum

- E. Taguchi
- F. none of the above

Answer: F

Question No : 4 - (Topic 1)

The quality leader responsible for the term Total Quality Management (TQM):

- A. Juran
- B. Ishikawa
- C. Crosby
- D. Feigenbaum
- E. Taguchi
- F. none of the above

Answer: D

Question No : 5 - (Topic 1)

The quality leader most associated with the concept of robustness:

- A. Juran
- B. Ishikawa
- C. Crosby
- D. Feigenbaum
- E. Taguchi
- F. none of the above

Answer: E

Question No : 6 - (Topic 1)

The support for an important quality initiative was lacking in congress until Reagan's Secretary of Commerce was killed in a horseback riding accident in 1987. That initiative was:

- A. assigning National Institute for Standards and Technology (NIST) quality oversight duties
- B. “consensus of the House” proclamation for Deming’s 14 points
- C. changing National Bureau of Standards to NIST.
- D. authorizing the American National Standards Institute (ANSI) to join with the International Standards Organization (ISO) to promulgate standards.
- E. none of the above.

Answer: E

Question No : 7 - (Topic 1)

A quality leader who did extensive work with Japanese industry is:

- A. Juran
- B. Ishikawa
- C. Deming
- D. Ohno
- E. Taguchi
- F. all of the above
- G. none of the above

Answer: F

Question No : 8 - (Topic 1)

In a series of linked processes and associated feedback loops the product or service flows _____ and the information flows _____.

- A. rapidly, slower
- B. downstream, upstream
- C. evenly, digitally
- D. sooner, later
- E. to the customer, from the supplier
- F. none of the above

Answer: B

Question No : 9 - (Topic 1)

Causes in a cause and effect diagram often include management, measurement systems, mother nature and the four standard causes:

- A. man, material, methods, machines
- B. man, manufacturing, methods, material
- C. marketing, methods, material, machines
- D. man, material, millennium, machines
- E. none of the above

Answer: A

Question No : 10 - (Topic 1)

The word “champion” in the context of Six Sigma projects refers to:

- A. the team that has had the most impact on the bottom line.
- B. the person who has coordinated teams most effectively
- C. the individual who has outpaced all others in six sigma knowledge
- D. none of the above

Answer: D

Question No : 11 - (Topic 1)

George is an employee of Black, Inc. John is George’s internal customer. Which statement is true?

- A. John is employed by Black, Inc.
- B. John is employed by another company that supplies material to Black, Inc.
- C. John is employed by a company that purchases material from black, Inc.
- D. John is employed by another company that has a fiduciary agreement with Black, Inc.
- E. John is employed by another company as an internal auditor.

Answer: A

Question No : 12 - (Topic 1)

A team has been asked to reduce the cycle time for a process. The team decides to collect baseline data. It will do this by:

- A. seeking ideas for improvement from all stakeholders
- B. researching cycle times for similar processes within the organization
- C. obtaining accurate cycle times for the process as it currently runs
- D. benchmarking similar processes outside the organization

Answer: C

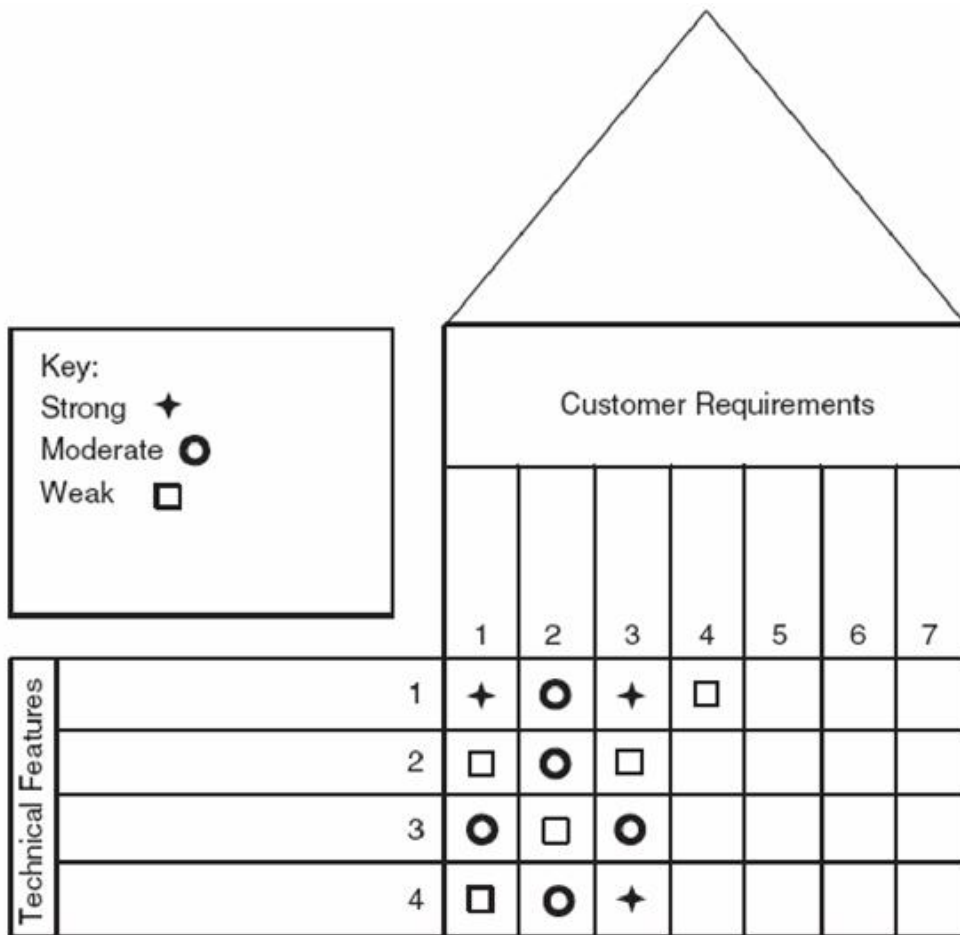
Question No : 13 - (Topic 1)

Customer segmentation refers to:

- A. dividing a particular customer into parts that are more easily understood
- B. grouping customers by one or more criteria
- C. maintaining secure customer listings to minimize communication among them
- D. eliminating or “cutting off” customers with poor credit history

Answer: B

Question No : 14 - (Topic 1)



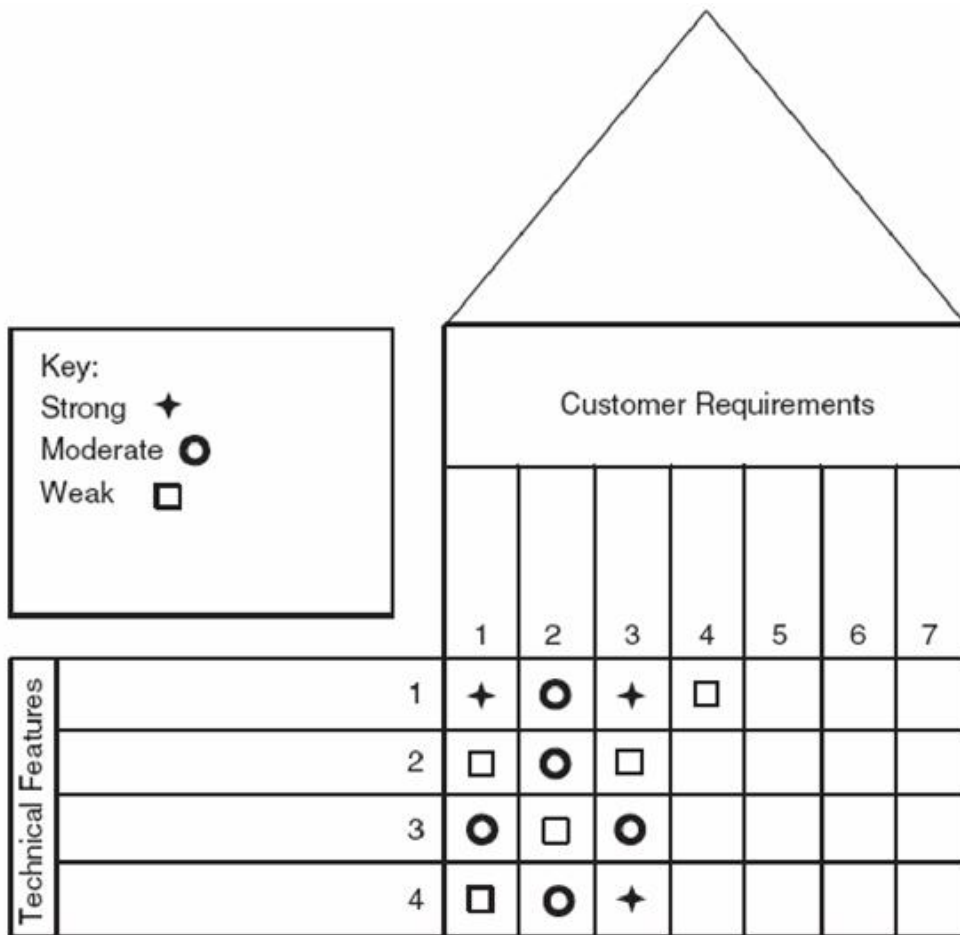
This is an example of part of a:

- A. QFD Matrix
- B. Activity Network Diagram
- C. Interrelationship Diagram
- D. Affinity Diagram

Answer: A

Question No : 15 - (Topic 1)

Customer requirement #3 has a _____ relationship with technical feature #3.



- A. strong
- B. moderate
- C. weak

Answer: B

Question No : 16 - (Topic 1)

There are 14 different defects that can occur on a completed time card. The payroll department collects 328 cards and finds a total of 87 defects. DPU =

- A. $87 \div 328$
- B. $87 \div (328 \times 14)$
- C. $14 \div 87$
- D. $87 \div 14$
- E. $328 \div 87$
- F. $87 \times 1,000,000 \div (14 \times 328)$

Answer: A

Question No : 17 - (Topic 1)

There are 14 different defects that can occur on a completed time card. The payroll department collects 328 cards and finds a total of 87 defects. DPMO =:

- A. $87 \div 328$
- B. $87 \div (328 \times 14)$
- C. $14 \div 87$
- D. $87 \div 14 \times 1,000,000$
- E. $328 \div 87$
- F. $87 \times 1,000,000 \div (14 \times 328)$

Answer: F

Question No : 18 - (Topic 1)

A random sample of 2500 printed brochures is found to have a total of three ink splotches. The rate of ink splotches in PPM is:

- A. $1,000,000 \div 2500 \times 3$
- B. $2500 \div 1,000,000 \times 3$
- C. $3 \div 2500 \times 1,000,000$
- D. $3 \times 2500 \div 1,000,000$

Answer: C

Question No : 19 - (Topic 1)

If DPU = 0.022, the RTU is approximately:

- A. 0.022
- B. 0.078
- C. 0.0022
- D. 0.98 E. 0.098
- E. 0.0098

Answer: D

Question No : 20 - (Topic 1)

A project activity not on the critical path has required 20% longer than the time originally allocated. The project team should:

- A. inform all concerned that the entire project will be delayed by 20%
- B. inform all concerned that the entire project will be delayed but by less than 20%
- C. study the effect this will have on other activities because the project may still be on schedule

Answer: C

Question No : 21 - (Topic 1)

After a team has engaged in diversion activities they may need to employ a tool for conversion. Examples of such a tool are: I. nominal group technique II. multivoting III. cause and effect diagram IV. activity network diagram V. matrix diagrams

- A. III and IV
- B. IV and V
- C. II and III
- D. I and II

Answer: D

Question No : 22 - (Topic 1)

A team studies a coil steel banding process and makes five changes resulting in productivity improvements of 2%, 2.8%, 2.4%, 2% and 3% respectively. These improvements are best described by which approach to problem solving?

- A. 5S
- B. Poka yoke
- C. Kaizen
- D. PDCA