

# **GAQM**

## **Exam CLSSYB**

**Certified Lean Six Sigma Yellow Belt**

Version: 4.0

**[ Total Questions: 120 ]**

**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**

**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?

- 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?

- 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**

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**

**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?

- 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**

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**

**Question No : 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**

**Question No : 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**

**Question No : 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****Question No : 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****Question No : 21**

A key metric in Six Sigma is the DPMO which stands for \_\_\_\_\_?

- A. Delayed production metrics output
- B. Defects by management oversight
- C. Defects per million opportunities
- D. Developed production management oversight

**Answer: C****Question No : 22**

Cycle Time, Defects, Scrap Cost and Safety are examples of business metrics or commonly referred to as which of the following?

- A. Defects per Unit
- B. Key Performance Indicators
- C. Impediments to Flow
- D. Hidden Costs

**Answer: B**