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Certified Lean Six Sigma Yellow Belt

GAQM CLSSYB

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QUESTION NO: 1

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: 2

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 is called the Value Chain.

- A. True
- B. False

ANSWER: A

QUESTION NO: 3

A Micro Process Map may map a process showing the entire activities of a department and can likely be broken into many Macro Process Maps showing numerous processes that comprise the activities of the department.

- A. True
- B. False

ANSWER: B

QUESTION NO: 4

The Control Plan is created following the finalization of the Measure Phase and can be closed when?

- A. After the project costs have been recouped
- B. When the Champion says so
- C. Never, a Control Plan must stay in place

D. At the fiscal yearend of the business

ANSWER: C

QUESTION NO: 5

When we create a Process Map we use a _____ to show the direction of work flow.

- A. Solid line arrow
- B. Dashed line arrow
- C. Series of dots
- D. Double lines

ANSWER: A

QUESTION NO: 6

One of the primary benefits of your team working together to create an X-Y Diagram is that the data collected from this exercise is accurate and certain.

- A. True
- B. False

ANSWER: B

QUESTION NO: 7

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: 8

Voice of the Business is a Lean Six Sigma technique to determine the needs and wants of the _____ of the business.

- A. Owners
- B. Managers
- C. Debt holders
- D. Staff

ANSWER: A**QUESTION NO: 9**

A Monitoring Plan put into place at the conclusion of a project will provide for adequate systems with key metric readouts indicating out-of-spec conditions.

- A. True
- B. False

ANSWER: A**QUESTION NO: 10**

The purpose of a _____ is to identify the complexity of the process and to assist in identifying critical steps in the process.

- A. Pareto Chart
- B. Process Map
- C. Kanban
- D. Kaizen event

ANSWER: B