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**Exam** : **CLSSYB**

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

**Vendor** : GAQM

**Version** : DEMO

NO.1 Lean Principles defines for us \_\_\_\_\_ specific areas where waste typically exists in our processes.

- A. Three
- B. Five
- C. Seven
- D. Nine

**Answer:** C

NO.2 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

NO.3 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

NO.4 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

NO.5 One of the primary objectives of constructing an X-Y Diagram is to separate the vital few Y's from the trivial many Y's.

- A. True
- B. False

**Answer:** B

NO.6 To construct a Fishbone Diagram and capture all the issues of interest it is best if your team uses the \_\_\_\_\_ approach.

- A. Graphical
- B. Data collection
- C. Shewhart
- D. Brainstorming

**Answer:** D

NO.7 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

NO.8 At the beginning of a project we must keep in mind there are basically three views of a process: What you THINK it is, What the SUPPLIER wants and What it SHOULD be.

- A. True
- B. False

**Answer:** B

NO.9 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

NO.10 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

NO.11 As we attempt to find a commonality of terms to assess the performance of a broad range of processes we use a key metric called 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

NO.12 Systems and structures are the basis for allowing people to change their behaviors permanently and are accomplished through which of the following?

- A. Documented performance objectives
- B. Defined procedures
- C. Accurate job descriptions
- D. Incentive compensation
- E. All of these answers are correct

**Answer:** E

NO.13 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

NO.14 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

NO.15 The ROI for a project is a measurement metric that stands for \_\_\_\_\_ and is one of the methods used to measure the success of a Lean Six Sigma project.

- A. Return on Investment
- B. Recognition of Innovation
- C. Recovery of Investment
- D. Return on Inventory

**Answer:** A