

Exam Code: ICYB

Exam Name: IASSC Certified Lean Six Sigma Yellow Belt



Exam A

QUESTION 1

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

Correct Answer: B

Section:

QUESTION 2

A 5 Why Analysis is used to help identify possible defect causes when which one of the below listed tools is created?

- A. Fishbone Diagram
- B. SIPOC
- C. X-Y Matrix
- D. Pareto Chart

Correct Answer: A

Section:

QUESTION 3

With a Fishbone Diagram we use the legs to define each source of a potential defect and along the legs we enter each potential means by which a defect could be introduced into our process.

- A. True
- B. False

Correct Answer: A

Section:

QUESTION 4

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

Correct Answer: B

Section:



QUESTION 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

Correct Answer: A

Section:

QUESTION 6

In order to properly draft a Process Map at the start of a project we are told to _____ from beginning to the end.

- A. Interview the line operators
- B. Walk the process
- C. Chat with supervisors
- D. Check the repair stations

Correct Answer: B

Section:

QUESTION 7

The "Equipment" category of Root Causes on a Fishbone Diagram would be used primarily used to generate ideas as to which of the following are possible causes for defects?

- A. Out of calibration measurement system
- B. Tolerance changes in milling machines
- C. Worn bearings on a shaft
- D. All of these answers are correct

Correct Answer: D

Section:

QUESTION 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

Correct Answer: B

Section:

QUESTION 9

As we begin to describe the things occurring with our process through a Process Map we begin to see some steps that are NVA which stands for _____.

- A. Non-value add

- B. No violation allowed
- C. Non-value actions
- D. Next vehicle action

Correct Answer: A

Section:

QUESTION 10

One of the primary deliverables from performing a SIPOC is to begin to understand which inputs have the greatest affect on the _____ most valued outputs.

- A. Business's
- B. Employee's
- C. Management's
- D. Customer's

Correct Answer: D

Section:

QUESTION 11

SIPOC stands for Suppliers, Inputs, _____, Output and Customers.

- A. Production
- B. Process
- C. Products
- D. Presentation

Correct Answer: B

Section:

QUESTION 12

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

Correct Answer: B

Section:

QUESTION 13

Process Capability is defined based on customer requirements, defect free performance and output over time.

- A. True
- B. False

Correct Answer: A



Section:

QUESTION 14

The Control Plan is the road map to sustaining the improvements made through the Lean Six Sigma project and should therefore involve keeping the _____ up to date as a means of supporting the Response Plan in case a defect is noticed.

- A. X-Y Diagram
- B. Shewhart Chart
- C. FMEA
- D. Customer Service Plan

Correct Answer: C

Section:

QUESTION 15

To minimize waste through the application of Lean Principles we do which of the following?

- A. Collect sample data
- B. Keep the work area clean and organized
- C. Calibrate our measurement tools
- D. Survey the customer

Correct Answer: B

Section:



QUESTION 16

A Lean Principle that states the process of eliminating waste is a continual process requiring one to always be on the lookout for ways to reduce the seven elements of waste is known as _____.

- A. Ishikawa
- B. Kaizen
- C. Kanban
- D. Muda

Correct Answer: B

Section:

QUESTION 17

An important factor in a viable _____ is to determine who, when and to what level various personnel must be trained to maintain the improvements made to a process.

- A. Control Plan
- B. FMEA
- C. Standard Operating Procedure
- D. Process Map

Correct Answer: C

Section:

QUESTION 18

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

Correct Answer: A

Section:

QUESTION 19

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

Correct Answer: C

Section:

QUESTION 20

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

Correct Answer: B

Section:

QUESTION 21

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

Correct Answer: D

Section:

QUESTION 22

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

Correct Answer: A

Section:

QUESTION 23

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

Correct Answer: C

Section:

QUESTION 24

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

Correct Answer: B

Section:

QUESTION 25

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

Correct Answer: D

Section:

QUESTION 26

A 5 Why Analysis is used to help identify possible defect causes when which one of the below listed tools is created?

- A. Fishbone Diagram
- B. SIPOC



- C. X-Y Matrix
- D. Pareto Chart

Correct Answer: A
Section:

QUESTION 27

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

- A. Critical steps
- B. Line operators
- C. Test stations
- D. Defects

Correct Answer: A
Section:

QUESTION 28

At the start of a project we are told to "walk the process" from beginning to the end. We do this to _____.

- A. Meet the workers
- B. Draft a Process Map
- C. See what inventory is involved
- D. Check the repair stations

Correct Answer: B
Section:

QUESTION 29

The "Method" category of Root Causes on a Fishbone Diagram is primarily used to generate ideas as to the possible causes for defects by the _____.

- A. Inventory management
- B. Effects of the environment
- C. Way work is done
- D. Parts or forms used

Correct Answer: C
Section:

QUESTION 30

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

Correct Answer: A
Section:

QUESTION 31

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 it ACTUALLY is and What is DOCUMENTED.

- A. True
- B. False

Correct Answer: B
Section:

QUESTION 32

One of the primary deliverables from performing a SIPOC is to begin to understand which inputs have the greatest affect on the _____ most valued outputs.

- A. Business's
- B. Employee's
- C. Management's
- D. Customer's

Correct Answer: D
Section:



QUESTION 33

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

- A. True
- B. False

Correct Answer: A
Section:

QUESTION 34

SIPOC stands for Suppliers, Inputs, _____, Output and Customers.

- A. Production
- B. Process
- C. Products
- D. Presentation

Correct Answer: B
Section:

QUESTION 35

As we begin to describe the things occurring with our process through a Process Map we begin to see some steps that are NVA which stands for _____.

- A. Non-value add
- B. No violation allowed
- C. Non-value actions
- D. Next vehicle action

Correct Answer: A

Section:

QUESTION 36

As we identify customer and supplier requirements for a SIPOC we are urged to use the RUMBA approach which stands for Reasonable, Understandable, _____, Believable and Achievable.

- A. Manageable
- B. Massive
- C. Memorable
- D. Measurable

Correct Answer: D

Section:

QUESTION 37

Inputs that may affect your process to some degree but are not critical, are difficult to quantify and are random in nature are referred to as _____.

- A. Nuisance
- B. Noise
- C. Pests
- D. Elusive

Correct Answer: B

Section:

QUESTION 38

Long-term Data represents all the variation that one can expect to experience from the output of the subject process.

- A. True
- B. False

Correct Answer: A

Section:

QUESTION 39

The temperature of a liquid is being measured by a line operator. Which is least likely to be influenced by the instrument?

- A. Recording the measurement

- B. Actual temperature of the liquid
- C. Calibration of the instrument
- D. Reading of the instrument

Correct Answer: A

Section:

QUESTION 40

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

Correct Answer: B

Section:

