1. Lean and six sigma share in common all of the following issues
   A. They both focus on continuous improvement
   B. They both require top management commitment
   C. They both focus on customer satisfaction
   D. They both require long learning curves

2. Who created the initial problem solving framework that would later become DMAIC?
   A. Michel Harry
   B. Forrest Breyfogle, II
   C. Robert Galvin
   D. Michael George

3. Who should be the ultimate recipient of lean six sigma project results?
   A. Top management
   B. Employees
   C. Customers
   D. Project sponsors

4. Relative to the duties and responsibilities of departments within a six sigma company, the most critical requirement calls for
   A. Task forces and teams
   B. The establishment of liaison roles
   C. A matrix organizational structure
   D. Cross functional collaboration

5. Six sigma has been successful in many organizations for all of the following reasons
   A. Bottom line results are enhanced
   B. A ±1.5 sigma shift is included
   C. A disciplined approach is used
   D. A sound statistical approach is used
6. What is the best upper management reason for not providing black belt assistance to an improvement team?
A. Black belt resources may be tight
B. It forces the team to develop their own skills
C. **It may not be required**
D. It requires the team to ask for help

7. Lean and six sigma share in common all of the following issues, EXCEPT
A. They both focus on continuous improvement
B. They both require top management commitment
C. They both focus on customer satisfaction
D. **They both require long learning curves**

8. An improvement in quality costs is most clearly indicated when
A. Appraisal and failure costs drop
B. Prevention costs increase
C. Total quality costs fall below 15% of total sales
D. **Management objectives are met**

9. Which of the new quality management tools is used to organize facts and data about an unfamiliar subject or problem?
A. **The affinity diagram**
B. The header technique
C. The activity network diagram
D. Matrix diagram

10. An approved written plan of the total costs and cash inflows for a project is called
A. A budget
B. A forecast
C. Actual costs and revenues
D. **A variance**