

## Sample Questions for Six Sigma Yellow Belt Examination

1.Six Sigma is a methodology which uses

- 1.Accounting principles to increase profitability
- 2.Mathematical analysis to identify variation in the product
- 3.process review from time to time to transform the business
- 4.statistical tools to identify and eliminate variation

2.DPMO means

- 1.Dedicate persons with money and opportunities
- 2.Defects per million outputs
- 3.Defects per million opportunities
- 4.Defected process with many opportunities

3.Six sigma helps in

- 1.reducing variation, removing waste and improving the process
- 2.improving the P&L
- 3.understanding customer specifications and billing the customer for the expenses
- 4.reviewing the process from time to time and increasing profitability

4.In the early and mid-1980s

- 1.GE initiated six sigma methodology
- 2.Motorola initiated six sigma methodology
- 3.Allied Signal initiated six sigma methodology
- 4.Toyota initiated six sigma methodology

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5. What is Six sigma?

1. Problem solving methodology
2. A culture change to the business
3. Knowledge generator, Productive changes
4. All of the above

6. For Six Sigma, the period of evolution started from

1. 1986 – 1992
2. 1993 – 1994
3. 1994 – 1996
4. 1979 to 1986

7. Communication of the roll out of Six Sigma involves

1. Initiating fun and game activities to ensure all employees agree and support the initiative
2. The CEO to contact the vendors and clients and take their permission
3. The shareholders to be trained on the methodology itself
4. Clarity around why this initiative with a detailed deployment plan and a list of all projects to everyone in the company

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8.  $Y=f(X)$ , with this what should we focus on "Y" or on "X"

1. Focus on "Y" and not on "X"

2. Y is a dependent variable and X is considered to be the causes to that variable. Hence our focus should be on the "X".

3. Focus on both "Y" and "X"

4. Do not focus at all

9. In day to day business operations, the customers

1. are the ones who will fund the six sigma project

2. are the reasons why six sigma is initiated as they have cried foul

3. define quality and set expectations including specifications

4. need to understand why six sigma and its consequences

10. Six Sigma is a

1. Quality tool with several options to reduce cost

2. statistical basis of measurement which allows 3.4 defects per million opportunities

3. scientific basis of measurement which allows 3.4 defects per hundred thousand opportunities

4. ISO provided model in Quality

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11. An organisation should apply Six Sigma techniques and tools according to its

1. analysis on big data
2. balance sheet & shareholders
3. vendors and business partners
4. needs, goals structures, cultures etc

12. The traditional methods of obtaining customer information could also include:

1. big data analysis
2. usage of brainstorming
3. "Data warehousing & mining"
4. creating macros in excel

13. It is also important to look at the market for the next two to five years and estimate how it will change and grow & this requires:

1. a look at the balance sheet for the previous year
2. a look at the cash flow of the company
3. a look at all potential customers and their requirements.
4. a look at the vendor management team and the vendor performance

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14. What is a process?

1. a system used in manufacturing
2. a six sigma computer application
3. any repetitive action in a business environment
4. a macro in Microsoft excel

15. All the steps given below are phases in DMAIC except

1. Measure
2. Continue
3. Define
4. Analyze

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Correct Answers :

Explanation :

1. 4  
Six sigma is useful to identify variation in the process and assists in eliminating them and improve the process. Six Sigma is a set of strategies, techniques, and tools for process improvement.
2. 3  
Defects per million opportunities is the total number of defects divided by the total number of opportunities into 1 million
3. 1  
Six Sigma is a set of strategies, techniques and tools for process improvement by identifying the variation and removing unwanted waste in the process.
4. 2  
In the early and mid-1980s with Chairman Bob Galvin at the helm Motorola developed this new standard and created the methodology
5. 4  
Six sigma is a problem solving methodology, a culture change to the business, a knowledge generator which assists in achieving productive changes.
6. 4  
Six Sigma as a measurement standard in product variation can be traced back to the 1920's when Walter A. Shewhart showed that three sigma from the mean is the point where a process requires correction. 1979 – 1986 is the Period of Evolution.

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7. 4 At the start of the initiative the executive committee should involve the rest of the organization and communicate effectively about the objective and deployment plan to all so that the initiative can become a success
8. 2 The Problem Solving Strategy should always "Focus on the Causes NOT the Effect".
9. 3 Six sigma quality is built around the customer. Everything starts and ends with customers. They define quality and set expectations. They rightfully expect performance, reliability, competitive prices, on-time delivery, service, and clear and accurate transaction processing.
- 10.2 Six Sigma is a quality methodology with statistical basis of measurement which allows 3.4 defects per million opportunities. In simple words every 1 millions products produce there can be not more than 3.4 defects or less than 4 defects.
- 11.4 Six sigma is useful to identify variation in the process and assists in eliminating them and improve the process. Six Sigma is a set of strategies, techniques, and tools for process improvement. It makes sense to structure the initiative around the needs of the organization, set goals

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- 12.3 The traditional methods of obtaining customer information could also include targeted and multi-level surveys & interviews, customer scorecards, data warehousing and mining.
- 13.3 It is also important to look at the market for the next two to five years and estimate how it will change and grow & this requires a look at all potential customers and their requirements and specifications. However good your project initiatives are, there is a certain percentage of impact due to changes in the near future.
- 14.3 A process is a series of steps and decisions involved in the way work is completed. It is any repetitive action in a business environment to produce a defined output.
- 15.2 DMAIC is an abbreviation of the five improvement steps it comprises: Define, Measure, Analyze, Improve and Control. This method is used in six sigma to improve existing processes.