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QUESTION 1

A population is bimodal with a variance of 5.77. One hundred samples of size 30 are randomly collected and the 100 sample means are calculated. The standard deviation of these sample means is approximately:

- A. 5.77
- B. 2.40
- C. 1.05
- D. 0.44
- E. 0.19

Correct Answer: E

QUESTION 2

Calculate the estimated variance of the population from which the following values have been randomly selected: 2.8 2.7 2.6 2.9 2.8 2.8 2.8:

- A. .095
- B. .009
- C. .088
- D. .008

Correct Answer: A

Explanation: The variance formula will be used for calculating the estimated variance of the given data.

The formula is:

$$N = 7$$

$$\bar{x}$$

$$= 2.77$$

$$\bar{x}$$

$$(x$$

$$)^2$$

QUESTION 3

A team's goal is to improve information flow in a payroll function. They make thirty-three Post-It notes, each listing an

issue for further investigation. After some discussion, they group them into four categories: mandated record keeping, privacy concerns, insurance concerns and transfer concerns. This grouping process is best described by which approach to problem solving?

- A. Affinity diagram
- B. Inter-relationship digraph
- C. Tree diagram
- D. Process decision program chart
- E. Matrix diagram
- F. Prioritization matrix
- G. Activity network diagram

Correct Answer: A

QUESTION 4

Range Charts are the technique used to determine if _____ are occurring within the subgroups of the SPC Charts.

- A. Common Causes
- B. Special inspections
- C. Unnatural forces
- D. Special Causes

Correct Answer: D

QUESTION 5

Cost of Poor Quality (COPQ) can be classified as Visible Costs and Hidden Costs. All these items are Hidden Cost except _____.

- A. Lost Customer Loyalty
- B. Returns
- C. Time Value of Money
- D. Late Delivery

Correct Answer: B