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Six Sigma Green Belt

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QUESTION 1

It is a Type II error if we decide to reject the Null Hypothesis when it is actually true.

- A. True
- B. False

Correct Answer: B

QUESTION 2

When a Belt is analyzing sample data she should keep in mind that 95% of Normally Distributed data is within +/- 2 Standard Deviations from the Mean.

- A. True
- B. False

Correct Answer: A

QUESTION 3

The essence of Lean is to concentrate effort on removing waste while improving process flow to achieve speed and agility at lower cost.

- A. True
- B. False

Correct Answer: A

QUESTION 4

Training cost \$6,500 and a project required an initial investment of \$47,500. If the project yields monthly savings of \$3,500 beginning after 4 months, what is the payback period in months, before money costs and taxes?

- A. 9.7
- B. 15.4
- C. 19.4
- D. 23.7

Correct Answer: C

QUESTION 5

Customer expectations follow which hierarchy of needs, from low to high?

I. Expected

II. Basic

III. Unanticipated

IV.

Desired

A.

II, I, IV, III

B.

III, I, II, IV

C.

IV, II, I, III

D.

I, II, III, IV

Correct Answer: A

There is a hierarchy of customer expectations in regard to product or service quality. It is similar in nature to Maslow's hierarchy of needs. The hierarchy of customer expectations follow the stages of basic (II), expected (I), desired (IV) and unanticipated (III). Only answer a starts with II, and continues with the correct sequence.

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