

LSSWB^{Q&As}

Lean Six Sigma White Belt

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QUESTION 1

The capability provided to a customer at the right time at an appropriate price, as defined in each case by the customer.

- A. Value
- B. Waste
- C. Analyze
- D. Measure

Correct Answer: A

QUESTION 2

The core idea behind this philosophy is to maximize customer value while minimizing waste.

- A. Lean
- B. Less Inventory
- C. Define Phase
- D. Waste

Correct Answer: A

QUESTION 3

What is the 1.5 sigma shift?

- A. The 1.5 sigma shift is the process of collecting data of every cycle for identifying difference.
- B. It is the numerical tool of six Sigma.
- C. It is used for measuring the customer requirements.
- D. It is the producing unit of six Sigma.

Correct Answer: A

QUESTION 4

Which of the following is NOT a key element of TQM (Total Quality Management) initiatives?

- A. Teamwork
- B. Ethics

C. Integrity

D. Ingenuity

Correct Answer: D

QUESTION 5

Six Sigma Teams use the _____ method when improving a product or process that already exists, and the _____ method when developing a new product or process.

A. DMAAC, DMAAV

B. DMAAV, DMAAC

C. DMAIC, DMADV

D. DMADV, DMAIC

Correct Answer: C

QUESTION 6

The following Process Improvement Methodologies are used in many Health Care facilities:

A. DMAIC

B. PDCA

C. LEAN

D. All of the above

Correct Answer: D

QUESTION 7

Thinking of the process mapping steps defined in the lecture, which of the following must be performed first?

A. Define the number of decision points in the process

B. Clearly define the boundaries of the process

C. Identify all the inputs to each process step

D. Identify all the outputs of each process step

Correct Answer: B

QUESTION 8

What does Cpk means in six sigma belt?

- A. The process Capability index.
- B. The process of calculating data of a process.
- C. It is a diagram, which shows the production capability of any process.
- D. None of the above.

Correct Answer: A

QUESTION 9

Which among the following facts is/are true about Ordinal Scale?

- A. This a measurement scale listing names in order.
- B. This is the opposite of Nominal scale
- C. Both of the above
- D. None of the above.

Correct Answer: C

QUESTION 10

A Telecom company tracks on a daily basis the number of calls that get disconnected (dropped) when subscribers are on the call. The management has fixed a limit of no more than 100 Dropped calls per day.

The data for the past 10 days is studied and the number of calls getting disconnected everyday is given below:

Day 1 - 168; Day 2 - 184; Day 3 - 202; Day 4 - 86; Day 5 - 22; Day 6 - 148; Day 7 - 99; Day 8 - 112; Day 9 ?104; Day 10 - 72;

What is the current defect rate?

- A. 40%
- B. 600,000 DPMO
- C. 60,000 DPMO
- D. 6%

Correct Answer: B

QUESTION 11

The fourth phase focuses on fully understanding the top causes identified in the Analyze phase, with the intent of either controlling or eliminating those causes to achieve breakthrough performance. The overall theme for the Improve phase is process redesign. Improve

A. True

B. False

Correct Answer: A

QUESTION 12

3.4 defects per million opportunities can occur with a quality level of 5 sigma but with a smaller mean shift than 1.5 times the standard deviation.

A. True

B. False

Correct Answer: A

QUESTION 13

What decreases as the sigma level increases?

A. Change management

B. Standard Deviation

C. variability

D. cost and cycle time

Correct Answer: D

QUESTION 14

A process that performs at a 6 sigma level:

A. is considered statistically '\perfect\'

B. has 3.4 defects per million opportunities

C. operates at a 99.99966% accuracy

D. all of the above

Correct Answer: D

QUESTION 15

What do Data driven processes mean?

- A. are heavily based on intuition
- B. rely heavily on the experience of the process owners
- C. are based on statistical data, measurement and metrics
- D. do NOT rely on mathematical models

Correct Answer: C

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