

SIX SIGMA BLACK BELT SAMPLE QUESTIONS

- 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**