

Six Sigma Certification Exam Questions with Answers

(Based on ASQ Black Belt BOK DMAIC sections)

DEFINE

1) A group of municipal employees is undergoing a lean six sigma training and is tasked to collect customer data. Which of the sets of approaches is most appropriate to use?

- a) Written surveys, focus groups, in-person interviews
- b) Focus groups, FMEA, Gantt charts
- c) Phone interviews, written surveys, focus groups
- d) In-person interview, outfield fundraising, FMEA

Phone interviews, written surveys, focus groups is the only correct set. Answer a) includes a nonexistent focus groups. The rest have either irrelevant tools or nonexistent techniques listed.

2) Yellow belt is taking a green belt level six sigma certification exam and is asked to identify a statement which incorrectly characterizes Kano model. Which statement does she need to choose?

- a) Absence of must-be requirements leads to significant dissatisfaction
- b) When present, attractive requirements increase satisfaction, but their absence does not cause dissatisfaction
- c) Reversal characteristics' presence causes dissatisfaction
- d) Neutral characteristics don't bring satisfaction if present, however they cause dissatisfaction when absent

The answer d) is incorrect as the neutral characteristics don't cause dissatisfaction when absent.

3) Lean six sigma teams often use a SMART approach for establishing goals while forming a project charter. What does SMART stand for?

- a) Specific, measurable, achievable, relevant, timely
- b) Scoped, measurable, affable, repeatable, touchable
- c) Scale, modify, articulate, review, turn
- d) Scope, measure, attend, replicate, track

SMART stands for "Specific, measurable, achievable, relevant, timely". Only a) is correct.

4) Master black belt constructs a project network diagram and identifies 4 project paths: V (30 days), X (32 days), Y (43 days) and Z (56 days). Using CPM which is the critical path?

- a) V
- b) X
- c) Y
- d) Z

The critical path is the path from start to finish that requires the most time. Z with 56 days requires the most time.

5) David is a green belt who is in charge of keeping a customer service complaints management process reengineering project on track. What tool should he use?

- a) DMAIC
- b) GANTT chart
- c) QFD chart
- d) FMEA

A Gantt chart, commonly used in project management, is one of the most useful tools for showing activities (tasks or events) displayed against time. None of the other options are used for project tracking.