

**Lean Six Sigma Practice Test 9
(Answers)**

- 1) In statistics sigma (σ) represents:
 - a) Population Mean
 - b) Sample Mean
 - c) Kurtosis
 - d) **Standard deviation**

- 2) Within the framework of a Six Sigma project a process improvement team at a high performing local government agency is trying to collect information on the service standard preferences of the people served. What is the Six Sigma team trying to determine:
 - a) Focus group composition
 - b) **Voice of the customer**
 - c) Cost of quality
 - d) ROI or NPV

- 3) _____ is a statistical software package most often used in conjunction with Lean Six Sigma process improvement projects.
 - a) SPSS
 - b) **Minitab**
 - c) Savas
 - d) R

- 4) A Black Belt decided to conduct a full factorial experiment to better understand how temperature, pressure and oven metal type affect quality of banana bread baking. All factors have 2 levels. How many runs are needed?
 - a) Insufficient information to calculate
 - b) 16
 - c) **8**
 - d) 4

- 5) The following tool is frequently used for Lean Six Sigma projects. What is it called?
 - a) **QFD matrix**
 - b) Affinity diagram
 - c) SIPOC
 - d) Pareto chart

