

Six Sigma Certification Exam Questions with Answers

(Based on ASQ Black Belt BOK topics)

II. Organizational Process Management and Measures

C. Benchmarking

1) Nancy just passed her six sigma certification exam and obtained a green belt. Over the course of her six sigma training she learned that benchmarking is the process of comparing a company's _____ and _____ to industry bests or best practices from other companies.

- a) agency leadership, building layout
- b) business processes, performance metrics
- c) control charts, regression plots
- d) green belts, black belts

2) 6 SIGMA CERT, an organization which provides six sigma training and certification, commissioned a benchmarking analysis from its quality management team. The team compared 6 SIGMA CERT's 72 locations throughout the US with its best performing training and certification center in Atlanta, GA. What type of benchmarking is this?

- a) Competitive benchmarking
- b) External benchmarking
- c) Internal benchmarking
- d) None of the above

3) _____ analyses best in class outside companies, presenting insights about those at the leading edge.

- a) Leading edge benchmarking
- b) External benchmarking
- c) Internal benchmarking
- d) None of the above

4) Every 6 sigma certification holder knows about benefits of benchmarking for organizations. Which is the benefit of benchmarking?

- a) Improved product quality
- b) Increased sales and profits
- c) Lowering labor costs
- d) All of the above

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5) Which is not one of the steps in benchmarking process?

- a) Analyze the operations
- b) Know the competition and the industry leaders
- c) Run a series of control charts
- d) Gain superiority