

## Congratulations! You passed!

**Grade**  
 received **100%**

**Latest Submission**  
 Grade 100%

**To pass 80% or**  
 higher

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1. Identify the benefits of the ISO 9001:2015 standard.

1 / 1 point

☒ Includes criteria for a Quality Management System



**Correct**

Correct! The ISO 9001:2015 standard shares internationally recognized practices for a Quality Management System. There are other correct answers.

☒ Data-driven practices improve business performance



**Correct**

Correct! The ISO 9001:2015 standard outlines data-driven methods such as measuring key performance indicators associated with business processes. There are other correct answers.

☒ "Process vs. people" mindset helps manage risks better



**Correct**

Correct! The ISO 9001:2015 standard emphasizes determining the business process to document process knowledge and leveraging it to manage risks and opportunities.

2. You are the engineering manager of a medical device manufacturing company that embraces data-driven decision making. You are tasked with building a data-culture audit program for its inspection department. Select the components of a good data-culture audit program.

1 / 1 point

☒ Audit reporting in the inspection department



**Correct**

Correct! Audit reporting is a critical component of a good data-culture audit program. There are other correct answers.

☒ Audit frequency for the inspection department



**Correct**

Correct! Audit frequency is a critical component of a good data-culture audit program. There are other correct answers.

☒ Audit responsibilities in the inspection department



**Correct**

Correct! Audit responsibilities are a critical component of a good data-culture audit program. There are other correct answers.

3. Your organization is rapidly growing and recently secured a series A investment round. As the Chief Financial Officer in your organization, you're considering implementing an enterprise resource planning (ERP) software to reduce manual data storage. It is a massive rollout and needs to be conducted in phases where you implement ERP in a business process, measure and sustain it, and execute the next business process. The ERP deployment is an example of which of the following improvement tools?

1 / 1 point

☐ Continuous improvement

☒ Continual improvement



**Correct**

Correct! Continual improvement improves the current business process for a better outcome. It is long-term and conducted in phases, where you improve a portion of your processes, measure and sustain it, and execute the next improvement phase.

4. Your organization's production department is generating a lot of nonconforming products. You decide to drive a lean production process improvement project. Which one of the following strategies will you use to drive improvements?

1 / 1 point

☐ Identify and improve non-value-add activities

☒ Identify and improve value-add-activities

☐ Reduce or eliminate value-enable-activities

**Correct**

Correct! Lean's core concept is to improve process flow and the customer's perception of value.

5. Your customer signed a contract worth \$15,000 for a fabricated metal part with no paint on it. You fabricate the metal part and decide to paint it in anticipation of some extra revenue from the client. However, your client says they are unwilling to pay for the paint as that was not initially agreed in the contract. Identify the type of waste associated where the time is spent adding more value to a product or service than what our customers want or are willing to pay for.

1 / 1 point

- ☐ Waste of intellect
- ☒ Waste of processing
- ☐ Waste of motion

**Correct**

Correct! Waste of processing includes the time spent adding more value to a product or service than what our customers want or are willing to pay for. Available capacity is wasted on making or doing something unnecessary, rather than investing in completing additional work products.

6. While reviewing your production log, you notice that the operator could not fabricate the metal part in the first run and had to scrap it. This scrap was due to a machine calibration issue. So the operator has to rework to produce a conforming fabricated metal part for your customer. Identify the type of waste associated with fixing what did not get done right the first time. It is followed by rework, which can be a capacity waste.

1 / 1 point

- ☐ Waste of overproduction
- ☒ Waste of correction
- ☐ Waste of intellect

**Correct**

Correct! Waste of correction is typically associated with fixing what did not get done right the first time. It is followed by rework, which can be a capacity waste. Examples include re-packing, re-entering an order, etc.

7. Your organization's e-commerce platform is losing 7,000 per million customer orders. Identify the sigma level associated with these 7,000 errors per million.

1 / 1 point

- ☐ Six sigma
- ☐ Two sigma
- ☒ Four sigma

**Correct**

Correct! Four sigma equals 7,000 errors per million.

8. What problem-solving framework does Six Sigma methodology use?

1 / 1 point

- ☐ Political, Economic, Sociological, and Technological (PEST)
- ☐ Strengths, Weaknesses, Opportunities, and Threat (SWOT)
- ☒ Define, Measure, Analyze, Improve, and Control (DMAIC)
- ☐ Situation, Task, Action, and Result (STAR)

**Correct**

Feedback: Correct!

9. Your organization has adopted new accounting software to fix accounting errors in the past fiscal year. There is a lot of payroll and compliance data that makes it difficult to make sense of it. There are four accountants in the organization, but each accountant's quarter-end fiscal report varies significantly. Which of the following operational excellence tools would you suggest?

1 / 1 point

- ☒ Six Sigma
- ☐ ISO 9001
- ☐ Lean

**Correct**

Correct! Six Sigma tool is useful when your organization has continued defects and has so much data that

it's challenging to make sense.

10. Upon talking to your machine operators, you notice they spend a lot of time searching and waiting for materials and supplies. Which of the following operational excellence tools would you suggest?

1 / 1 point

- ☐ ISO 9001
- ☒ Lean
- ☐ Six Sigma



**Correct**

Correct! The lean tool is useful when employees do non-value-add activities such as searching for materials or waiting for parts.