LSSGB Multiple Choice Questions – Additional Quiz for Practice

- **Tick the right answer** for following multiple choice questions.
- Only one choice is correct.
- Each question carries two marks

Q1.   Building prevention against theft in a warehouse, by installing CCTV, is an example of:

   a. Appraisal
   b. RCO
   c. ICD
   d. All of the above
   e. None of the above.

Q2. Quality for any process is exactly measurable, according to:

   a. Toyota
   b. IBM
   c. Honeywell
   d. GE
   e. None of the above.

Q3. Motorola's "bandit program" was related to

   a. Problem Solving
   b. Statistical Thinking
   c. Benchmarking
   d. Critical Thinking
   e. None of the above.

Q4.   Collecting Baseline data means that we are collecting data for the
   _____ process.

   a.   Improved
   b.   Targeted
   c.   Existing
   d.   None of the above.

Q5.   24 x 7 service by help desk of a cell phone company is a / an:

   a.   Stated Need
   b.   Unstated Need
   c.   Exciter
   d.   None of the above.

Q6.   24 x 7 service by a service-station for cars is a / an:

    a. Stated Need
    b. Unstated Need
    [c.] Exciter
    d. None of the above.

Q7.   As per today's definition, QUALITY is:

    a. Producing goods as per the technical specifications
    b. Same as 100 % inspection
    c. A function of production cost
    d. All of the above.
    [e.] None of the above.

Q8. Process Capability of a 2-sigma level process means there are _____ % defects.

    a. 20
    b. 39   30.8
    c. 6.7
    d. 43
    [e.] None of the above.

Q9. Before we capture VOC, we need to define the:

    a. Quality Characteristics
    b. The CTPs
    [c.] Who is the customer
    d. Who is the internal supplier
    e. None of the above.

Q10. In six sigma, we focus on all processes, while in "Quality Assurance"
    we focus on:

    a. Sales processes
    b. Purchase processes
    [c.] Production processes
    d. Financial processes
    e. None of the above.

Q11. Responsibility for Six Sigma project selection rests with:

    a. Workers
    b. Supervisors

c. Top Management
d. Middle Management
e. None of the above.

Q12. Operating a machine at lower than rated efficiency is an example of:

a. Cost of Prevention
b. Internal Failure Cost + Hidden Cost
c. Cost of Appraisal
d. Hidden Cost
e. None of the above.

Q13. Failure of a new product after launch in the market is:

a. Cost of Appraisal
b. Hidden Cost
c. Cost of Prevention
d. Cost of Appraisal + Hidden Cost
e. External Failure Cost + Hidden Cost.

Q14. Thermostat in a water heater does not allow temperature to go above 80 deg. C. This is an example of _____ prevention.

a. ICD
b. RCO
c. ICD + RCO
d. None of the above.

Q15. X-ray screening of baggage at an airport is an example of _____ prevention.

a. ICD
b. RCO
c. ICD + RCO
d. None of the above.

Q16. Training an employee for accurate data entry after mistakes are discovered in invoices typed by him is an example of:

a. Correction
b. Corrective Action
c. Preventive Action
d. None of the above.

Q17. A process has 23 defectives with average 2 defects each in 400 units. The DPU = _____

a. 0. 057
b. 0.135
c. 0.155
d. 0.195

23*2=46 -------46/400=0.115

3

e. 0.115

Q18. In above question 17, the opportunities for error are 9.
The DPMO = _____

    a. 0.0063
    b. 0.0128   12777
    c. 0.0138
    d. 0.048
    e. None of the above.

Q19. In a process there are 4650 defects in 5000 units manufactured. The opportunities for error are 3. Sigma level for the process is:

    a. 3.0
    b. 3.5
    c. 2.0   310000
    d. 2.5
    e. 1.5

Q20. Hidden Cost is directly proportional to:

    a. Cost of prevention
    b. Cost of appraisal
    c. Cant say exactly.

Q.21. QCD stands for:

    a. Quality Conformance without Delay
    b. Quantity Conformance without Delay
    c. Quality Certified Documentation
    d. None of the above.

Q22. If we want to reduce external failure in a process, we need to:

    a. Increase Outgoing Appraisal
    b. Increase Outgoing Appraisal & Prevention both
    c. Increase Prevention
    d. None of the above.

Q23. If we want to reduce internal failure in a process, we need to:

    a. Increase Outgoing Appraisal

b. Increase Online Appraisal & Prevention both
c. Increase Prevention
d. None of the above

Q23. Waiting for one's turn at an ATM centre, is example of time spent on _____activity:

a. RVA
b. BVA
c. NVA
d. BVA and RVA

Q24. Increasing Market Share is example of:

a. Functional Goal
b. Cross-Functional Goal
c. Management Goal
d. Quality Goal
e. None of the above.

Q25. If we reduce defects in a process, we are making it more:

a. Effective
b. Efficient
c. Expensive
d. None of the above.

Q26. If we use less resources to achieve the same output of a process, we are making it more:

a. Effective
b. Efficient
c. Expensive
d. None of the above.

Q27. Motorola planned to move from 3.3 sigma level to 6.0 sigma level in _____ years:

a. 2
b. 5
c. 8
d. 10
e. None of the above.

Q28. Critical Thinking in the team is provided by:

a. Yellow Belts
b. Green Belts

c. Black Belt
d. Champion
e. Implementation leader.

Q29. Pro-active action for a process is same as:

a. Correction
b. Corrective Action
c. Preventive Action
d. Systematic Action
e. None of the above.

Q30. Baseline sigma level is calculated in _____ phase of DMAIC.

a. Improve
b. Analyze
c. Measure
d. Define
e. Control.

Q31. Generally the following method to collect VOC gives more detailed information:

a. E-mail Questionnaire
b. Postal Questionnaire
c. Personal Interview
d. None of the above.

Q32. Generally the following method to collect VOC leads to hardly 10 % responses:

a. E-mail Questionnaire
b. Telephonic Interview
c. Personal Interview
d. None of the above.

Q33. Boundary-less Collaboration means:

a. Technical collaboration for six sigma
b. Financial collaboration for six sigma
c. Cross-functional cooperation to give value to customer
d. None of the above.

Q34. CTPs are:

a. Controllable factors that affect the process
b. UnControllable factors that affect the process

c. Controllable factors & Inputs that affect the process
d. None of the above.

e.

Q35. In the equation Y= f $(X_1, X2, X3 ---- Xn)$ we need to focus on:

    a. The Y
    b. All the Xs
    c. Some of the critical Xs.

Q 36. Green belts work _____ on the black belt projects:

    a. Full time
    b. Part-time
    c. As per the workload targeted for the Green Belts.

Q.37 A customer-focused organization :

    a. Will often have a lot of attrition as employees who don't care about quality are allowed to leave.
    b. Can afford to take longer time in the design and development processes.
    c. Trains employees to improve the value to the customer.
    d. None of the above.

Q.37 By whom was the concept of "Cost of quality" first developed?

    a. Mikel Harry
    b. Phil Crosby
    c. Walter Shewhart
    d. Joseph Juran
    e. Motorola.

Q38. Six Sigma methodologies:

    a. Can only be applied to companies who produce goods with large volume.
    b. Concentrate on cost savings rather than customer needs.
    c. Have not been successfully applied to service companies.
    d. None of the above.

Q39. Training employees before they start working with the organization, is example of:

    a: Corrective Action
    b. Preventive Action
    c. PDCA
    d. None of the above..

Q.40 Quality checking and testing is the <u>most effective</u> method for:

   a. Defect Reduction
   b. Quality Improvement
   c. Achieving Customer Satisfaction
   d. All of the above
   e. None of the above.