

REVISION QUIZ
(FOR BLACK BELT ENTRY)

1. Why do we begin with the customer in six sigma methodologies?
How is it done?

2. Identify the Stated Needs, Unstated Needs and Expectations of a young salaried person buying a car for the first time in his life.

<u>Stated</u>	<u>Unstated</u>	<u>Expectations</u>
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3. FMEA is used in which phase of DMAIC? Why?

- 4. What are the differences between Cp and Cpk?**

- 5. What are the limitations of using “appraisal” as a methodology for achieving zero defect in the output of our processes?**

- 6. What do you understand by “baseline data”? In which phase of DMAIC do we collect baseline data? Why do we need to collect baseline data?**

- 7. Co-relation Coefficient for $Y = f(X_2)$ in a process is - 0.68.
Is X_2 a CTP or not? Why?**

- 8. In which phases of DMAIC can we use Pareto? Explain How?**

- 9. When do we need to go for “breakthrough improvement” in a process?
What is the action needed with regard to the standard deviation?**
- 10. Provision of CCTV (Cameras) at traffic signals is example of ICD or
RCO prevention?**
- 11. What is the difference between Breakthrough Improvement and
Continual Improvement?**
- 12. What are the different methods for obtaining VOC? Which is the best
method?**
- 13. What are the rules for Control Charts to check whether process is out of
control or going out of control?**

14. “Prevention” in corrective action and “Prevention” in preventive action is different – Explain?

**15. For a process $C_p = 0.92$? Is it a capable process?
What is the sigma level of the process?**

**16. What are the cross-functional goals in an organization?
What is their importance in six sigma?**

17. What are the essential requirements in respect of complaint management of customers in a six sigma organization?

18. Calculate sigma level for the following process:

- No. of invoices raised per week = 650
- No. of defective invoices per week = 23
- Average no. of defects per invoice = 3
- Opportunities for error = 14

19. What are the descriptive statistics that you will study when comparing two processes with respect to “time taken”?

20. In FMEA, how is the “detection” rating different from the “occurrence” rating?

