

## Intro To Advance Manufacturing

- 1    **The person who performs a step in a production process is the internal customer to the person who performs \_\_\_\_\_.**
  - The next step in the process
  - **The previous step in the process** ✓
  - The same operation in the process
  - The final operation in the process

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- 2    **The major responsibility of the president or general manager is to \_\_\_\_\_.**
  - Hire all the necessary employees
  - **Set the vision and create a plan** ✓
  - Inspect the process and the product
  - Sell the product to new customers

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- 3    **People working together discussing issues and making decisions are key elements of a \_\_\_\_\_.**
  - **Successful work group** ✓
  - SPC program
  - JIT process
  - Histogram

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- 4    **The QA department ensures that the products meet requirements as defined by whom?**
  - Sales and marketing
  - Research and development
  - Competitors
  - **The customers** ✓

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- 5    **A consensus is a decision-making process whereby the team members all accept the same decision \_\_\_\_\_.**
  - Because it is their last choice
  - When no other choices can be found
  - Because it is the choice of their team leader
  - **Even though it may not be their first choice** ✓

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- 6    **\_\_\_\_\_ is the process of converting raw materials into finished goods.**
  - Numerical control
  - Transportation
  - **Manufacturing** ✓
  - Consumption

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- 7    **A system that combines advanced technologies to make customized products for less money and high quality is called \_\_\_\_\_ manufacturing.**
  - New
  - **Advanced** ✓
  - Traditional

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- Modern

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8 The three Fs of product design are form, fit and \_\_\_\_\_.

- **Function** ✓

- Fabrication

- Foundation

- Feature

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9 The \_\_\_\_\_ of a high performance team has equal decision making authority with other team members.

- Supervisor

- **Team leader** ✓

- Safety officer

- Human resources manager

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10 Which of the following is a segment of manufacturing?

- Food and beverage

- Industrial

- Process

- **All of the above** ✓

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#### Industry 4.0 and IIoT

1 Which of the following is an IIoT application?

- Controlling your house thermostat with your phone

- Using your phone to see what is in your refrigerator

- Viewing who is at your door from a remote location

- **Monitoring in-plant processes** ✓

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2 Nanotechnologies, artificial intelligence, and robots are examples of what kind of technology?

- **Industry 4.0** ✓

- The third industrial revolution

- 5G communication

- None of the above

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3 What standard introduced in the early 1980s established a method to physically connect machines from different manufacturers enabling them to communicate to one another?

- **Ethernet** ✓

- WWW

- Cloud technology

- OPC UA protocol

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4 Industry 4.0 has led to the creation of what kind of facilities?

- Power plants

- Islands of automation

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- **Smart factories** ✓

- None of the above

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**5 Which of the following items marked the advent of the third industrial revolution?**

- Steam-powered machines

- Mass production

- **Computers** ✓

- Networking

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**6 Which industry sector uses IIoT to remotely control energy-consuming devices?**

- Manufacturing

- Aerospace

- **Energy and power** ✓

- Transportation

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**7 What kind of technology mostly requires the use of a mobile phone?**

- IIoT

- Network Switches

- Cloud technology

- **5G communication** ✓

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**8 Which manufacturing logistics application of IIoT includes the resources to move a product or service from the supplier to the customer?**

- **Supply chain management** ✓

- Warehousing

- Logistics

- Customer support

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**9 Which component of IIoT allows networked devices to exchange information?**

- Machine learning

- **Machine-to-machine communication** ✓

- Data storage

- Big Data and analysis

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**10 Which IIoT application monitors equipment during normal operation to prevent failures to the equipment?**

- Automation

- **Predictive maintenance** ✓

- Remote process monitoring

- Quality

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## Safety Responsibilities

**1 Which of the following are NOT financial impacts of on-the-job injuries for your employer?**

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- Increased insurance costs
  - **Lost wages** ✓
  - Medical expenses
  - Replacement costs for damaged property
- 

- 2 The \_\_\_\_\_ is responsible for promoting safety throughout the workplace, ensuring policies are followed, training is taking place, and policies are up-to-date.
- Department manager
  - **Safety officer** ✓
  - Corporate attorney
  - Shop steward
- 

- 3 EPA regulations are designed to protect you from which of the following hazards?
- **Airborne and waterborne contaminants** ✓
  - Slips, trips, and falls
  - Fires
  - Mechanical hazards
- 

- 4 How should inspection records be stored?
- According to state or local regulations only
  - According to company regulations only
  - According to federal regulations only
  - **According to federal, state, local, and company regulations** ✓
- 

- 5 Safety should be the number one priority at all times for \_\_\_\_\_.
- Machinists
  - Safety officers
  - Management
  - **All employees** ✓
- 

- 6 A group of employees and managers who work together to maintain a safe work environment is known as which of the following?
- An accident and injury investigation team
  - A HAZMAT team
  - **A safety committee** ✓
  - A fire brigade
- 

- 7 Practicing unsafe behavior does not impact anyone besides you. Is this statement TRUE or FALSE?
- True
  - **False** ✓
- 

- 8 Many products cannot be disposed of using a trash compactor before sending to a landfill. These include: fluorescent light bulbs, spray cans containing all or some of product, and \_\_\_\_\_.
- Paper
-

- Liquid dyes ✓

- Metal soft drink cans

- Plastic bottles

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9 Data results are required to be made available to employees who participate in \_\_\_\_\_.

- Team building exercises

- Environmental tests ✓

- Holiday activities

- Fire drills

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10 The regulation that requires manufacturers to document and report information on the types of chemicals they use, store, release into the environment, or dispose of is known as EPCRA. Is this statement TRUE or FALSE?

- True ✓

- False

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11 The mission of OSHA, or the \_\_\_\_\_, is to ensure safe and healthful working conditions for working men and women.

- Office of Standards and Health Agency

- Occupational Safety and Health Administration ✓

- Occupational Security and Hearing Association

- Office of Statutes and Heritage Acquisitions

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12 The Environmental Protection Agency (EPA) requires documentation of inspections for \_\_\_\_\_.

- ISO standards

- Emissions released in the air ✓

- Storage methods

- Safety

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13 The \_\_\_\_\_ should collect and evaluate suggestions for changing or improving safety training material and content.

- Supervisor

- Plant manager

- Safety officer ✓

- Environmental coordinator

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## Practicing Safety in The Workplace

1 Until corrective action is taken, safety concerns should be \_\_\_\_\_.

- **Tracked and reported** ✓

- Reported to senior management
  - A reason to sign up for training
  - The concern of only the supervisor
- 

2 The National Safety Council defines an accident as an occurrence in a sequence of events that produces \_\_\_\_\_.

- **Unintended injury, ill health, or property damage** ✓

- A potentially unsafe environment
  - Intentional injury or damage
  - An unexpected result
- 

Please review **Objective 3 - Define an Accident and Identify Common Types** for more information on this question.

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3 Employers should provide training in the use of personal protective equipment \_\_\_\_\_.

- **To reduce the employee's risk of hazardous material exposure** ✓

- To qualify for OSHA grants
  - To place liability on the employee in case of hazardous chemical spill
  - Every 3 months
- 

4 Which of the following tests can be performed to determine if the company's safety measures need improvement?

- Foregoing maintenance to gauge production downtime
  - Completing Production Material Usage reports in a timely manner
  - **Performing routine safety inspections** ✓
  - Having a third party complete safety and production audits
- 

5 The process of identifying potential hazards in the workplace is known as a \_\_\_\_\_.

- PPE analysis
  - Injury analysis
  - **Hazard assessment** ✓
  - Workplace inspection
- 

6 The purpose of PPE is to protect you from injury by creating a barrier against workplace hazards. Is this statement TRUE or FALSE?

- **True** ✓

- False
- 

7 A job safety analysis is the best method of \_\_\_\_\_.

- Reducing machine failures
  - **Integrating safety into the way a job is done** ✓
  - Identifying under-performing employees
-

- Justifying buying new equipment
- 

**8 When assessing hazards, which of the following safety aspects are considered by an employer setting Hazmat policies?**

- The turnover rate of employees with hazardous jobs
  - The amount of hazard pay that must be compensated
  - **The effectiveness of training workers** ✓
  - The reactive maintenance costs of ignoring hazards
- 

**9 How should a new employee's participation in a safety orientation be documented?**

- Submission to OSHA
  - **According to company policy** ✓
  - Submission to state regulators
  - Through an online standards course
- 

**10 Which of the following is evaluated during a hazard assessment?**

- Machine guards
  - Cleanliness of the workspace
  - **Potential hazards** ✓
  - Closeness to the nearest emergency exit
- 

**11 Standard operating procedures (SOPs) are detailed documents that \_\_\_\_\_.**

- Provide a map of the plant or workplace
  - **Explain each step in a work process** ✓
  - Provide several options to get the job done
  - Explain why safety is important
- 

**12 In manufacturing, changes to processes, equipment and people are the largest drivers of \_\_\_\_\_.**

- Workplace behavior policy
  - **Training** ✓
  - Fire safety regulations
  - Team-based work
- 

**13 Which of the following PPE could prevent a puncture wound to your foot?**

- Face mask
  - **Safety shoes** ✓
  - Safety helmet
  - Surgical gown
- 

**14 Diluted \_\_\_\_\_ can be used to neutralize most blood pathogens.**

- Ammonia
  - Alcohol
  - Iodine
  - **Bleach** ✓
-

15 When performing a hazard analysis, a list of hazards associated with a job is identified as well as the \_\_\_\_\_ to avoid them.

- Costs
  - Probability
  - Training
  - **Procedures** ✓
- 

16 PPE can protect you from injuries caused by equipment or dangerous chemicals. Is this statement TRUE or FALSE?

- **True** ✓
  - False
- 

17 An injury is defined as physical harm to the body that happens as a result of exposure to some form of energy that exceeds the body's tolerance. Is this statement TRUE or FALSE?

- **True** ✓
  - False
- 

18 Inhalation is the most common way for a(n) \_\_\_\_\_ to enter the body.

- Electrical current
  - Information
  - **Chemical** ✓
  - Water
- 

## Types of PPE

1 Which type of ear protection is molded to fit your unique ear?

- Earmuff
- Silicone earplug
- **Pre-formed earplug** ✓
- Waxed cotton earplug

2 OSHA provides regulations to limit the \_\_\_\_\_.

- **Exposure to noise** ✓
- Number of hours an employee can work
- Speed of machinery in the plant
- Waste products that can go in a sewer

3 A hard hat classified as \_\_\_\_\_ provides electrical protection up to 2200 volts.

- **Class G** ✓
- Class E
- Class A
- Specialist Class 1

4 Safety glasses with side shields should be worn with \_\_\_\_\_ for additional eye protection.



- Sunglasses
- Shaded lens
- Ear plugs
- **A welding helmet** ✓✓

5 Which of the following is NOT a benefit of wearing PPE designed for your hands?

- Improved grip
- Reduced chafing
- Protection against splinters
- **Increased hand perspiration** ✓✓

6 Working in an atmosphere with less than \_\_\_\_\_ can cause disorientation.

- 74.9% nitrogen
- **19.5% oxygen** ✓✓
- 75.0% sea level pressure
- 1.8% carbon dioxide

7 Which of the following PPE are you required to wear when working around flying debris like sparks or wood chips?

- Goggles, gloves, and apron
- **Goggles and face shield** ✓✓
- Goggles and arm sleeves
- Goggles, arm sleeves, and respirator

8 What laboratory is responsible for testing the quality and durability of industrial glove PPE?

- **ASTM** ✓✓
- OSHA
- UL
- ANSI

9 Eye and face protection must protect you from the specific hazards that you may encounter in your workplace. Is this statement TRUE or FALSE?

- **True** ✓✓
- False

10 On a half-mask respirator, a worker should cover the cartridges with his/her hands when \_\_\_\_\_.

- Entering a confined area
- **Checking the mask for leaks** ✓✓
- Moving from a hazardous area into a non-hazardous area
- At all times while wearing the mask

11 Gloves and safety glasses are necessary when working with \_\_\_\_\_.

- **With sharp or rough sheet metal** ✓✓
- Office equipment
- Hammers
- Slippery materials

**12 What protection does a metatarsal guard provide?**

- Arm protection
- Shin protection
- **Foot protection** ✓✓
- Face protection

**13 When welding, watching the arc with unprotected eyes can cause \_\_\_\_\_.**

- Skin burns
- Hot flash
- Visual flaring
- **Blindness** ✓✓

**14 Smoke inhalation can cause serious lung tissue damage. Is this statement TRUE or FALSE?**

- **True** ✓✓
- False

**15 Which of the following PPE items use synthetic material?**

- Firefighter's suit
- Chemical gloves
- Sanitation aprons
- **All of the above** ✓✓
- None of the above

**16 What type of respirator covers only the nose and mouth?**

- Painting respirator
- Filter respirator
- Hairline respirator
- **Half-mask respirator** ✓✓

**17 Which classification of hardhat is designed for use in areas of low clearance and provides minimal impact resistance or protection from electrical hazards?**

- Class A
- Class B
- Class C
- **Bump Caps** ✓✓

#### **Hazardous Materials Standards**

**1 Which of the following refresher training courses is required annually?**

- Emissions control
- OSHA
- **8-hour HAZMAT** ✓✓
- JIT manufacturing

**2 Hazardous materials being shipped internationally are given what identification code for labelling?**

- HM (Hazardous Materials)

- HT (Hazardous Transport)
- **UN (United Nations)** ✓
- OT (Overseas Transport)

3 The PEL (Permissible Exposure Limit) for exposure to hazardous substances are set by \_\_\_\_\_.

- **OSHA** ✓
- EPA
- NAFTA
- FDA

4 The most common chemical identifiers are the chemical name, the UN ID, and the \_\_\_\_\_ number.

- GHS
- Classification
- Formula
- **CAS ID** ✓

5 The following color code is used for which system; blue = health, red = fire, orange/yellow = reactivity, and white = information.

- OSHA
- **NPCA and NFPA** ✓
- EPA
- NAFF

6 Health hazards can cause acute (short-term) or \_\_\_\_\_ (long-term) health problems.

- Persistent
- **Chronic** ✓
- Transitory
- Transient

7 OSHA requires that a copy of the \_\_\_\_\_ be readily available to all employees.

- Sexual harassment policy
- **Hazard Communication Program and SDS sheets** ✓
- Minimum wage regulations
- Equipment maintenance schedule

8 \_\_\_\_\_ are chemicals that fuel the combustion of other materials.

- Flammables
- Accelerants
- **Oxidizers** ✓
- Explosives

9 What would an HMIS label use to indicate chemicals that pose chronic health risks?

- The health rating
- W
- PPE symbols
- **Asterisk** ✓

10 Which of the following best describes OSHA's Hazardous Communication Standard?

- Every hazardous material must be securely locked away.
- Employees dealing with hazardous materials must be OSHA certified.
- Team leaders must have safety procedures in place for HazCom accidents.
- **Workers have a right to know the risks of hazardous materials they work with. ✔**

11 The \_\_\_\_\_ provides information about proper handling, storage, PPE, and disposal of each chemical.

- OSHA
- Label
- HMIs
- **SDS ✔**

12 Which hazards are caused by materials that cause infections or slowly damage the body over time?

- Environmental
- Physical
- **Health ✔**
- None of the above

13 Which of the following statements about Safety Data Sheets are true?

- An obsolete SDS should be kept for review.
- The MSDS is an acceptable substitute for the SDS.
- A single SDS can be used for every material type.
- **All chemicals stored in inventory must have an SDS. ✔**

#### Hazardous Material Handling and Storage

1 The \_\_\_\_\_ provides guidelines for disposal of chemicals without dumping or discarding.

- DOJ
- EMT
- NRA
- **EPA ✔**

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2 The \_\_\_\_\_ is used to identify the items being loaded for shipment as well as the potential hazards associated with those items.

- **Shipping manifest ✔**
- Shipping checklist
- Bill of materials
- Statement of disclosure

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3 A worker should not unload a truck if \_\_\_\_\_.

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- It is facing down hill
  - It has been sitting more than six hours
  - They do not know the driver
  - **They do not understand a placard on the truck** ✓
- 

- 4 A red and white DOT placard indicates the material is a(n) \_\_\_\_\_.
- Oxidizer
  - **Flammable solid** ✓
  - Corrosive
  - Compressed gas
- 

- 5 The emergency response team should be notified immediately if you observe a(n) \_\_\_\_\_.
- Inefficient work process
  - Machine guard that needs repair
  - Employee showing up late
  - **Hazardous material spill** ✓
- 

- 6 What rule should be followed to safely store hazardous chemicals?
- Use original storage containers.
  - Store material based on compatibility.
  - Identify storage areas with signs.
  - **All of the above** ✓
- 

- 7 Safe handling procedures of chemicals are found in the \_\_\_\_\_.
- DOT
  - GHS
  - **SDS** ✓
  - HMZ
- 

- 8 When transporting hazardous materials, the shipper should reference the \_\_\_\_\_ for packaging, labeling, and paperwork requirements.
- Material's MSDS
  - **Hazardous Materials Table** ✓
  - United Nations material code
  - DOT shipping manifest
- 

- 9 \_\_\_\_\_ is a system that rotates chemical stock to ensure they are used within their shelf life.
- Just in time
  - **First in, first out** ✓
  - Supply and demand
  - Stock rollover
-

## Machine Safety

- 1 **What OSHA-mandated safety procedure is required to make sure energized equipment is incapable of moving?**
  - HMI E-stops
  - Interlocks
  - **Lockouts/tagouts** ✓
  - Safety refresher training

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- 2 **If an operator does not test equipment after it is locked out, \_\_\_\_\_.**
  - It does not matter because the lockout prevents energizing the power
  - The circuit will not operate
  - They should apply a tag stating so
  - **They should be retrained** ✓

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- 3 **When two or more people need to service a machine, who is responsible for performing the lockout/tagout?**
  - **Each person supplies their own lock to the hasp.** ✓
  - The immediate supervisor performs a master logout/tagout.
  - Each party must coordinate their time during the lockout/tagout.
  - Every department performs their own lockout/tagout.

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- 4 **All electrical circuits should be de-energized before maintenance by \_\_\_\_\_ to prevent accidents.**
  - Pushing Emergency stops
  - **Using lockout procedures** ✓
  - Unplugging all machines
  - Deactivating the circuit breaker

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- 5 **After a shift change, a machine remains locked out. Who can remove the lockout lock?**
  - Maintenance should never be continuous, anyone can remove it.
  - The previous shift supervisor should have a key to the lock.
  - The lock's owner should return to remove it.
  - **Any employee that has permission from the lock's owner to remove it.** ✓

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- 6 **A machine \_\_\_\_\_ is a device that is designed to keep the operator clear of dangerous machine parts.**
  - Barrier
  - **Guard** ✓
  - Rest
  - Emergency stop

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- 7 **If an operator knows a safety problem exists with a machine, the operator should \_\_\_\_\_.**
  - Try to correct the problem
  - Use caution while operating the machine

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- Operate the machine normally
  - **Notify a supervisor immediately** ✓
- 

**8 What type of action can a human operator perform to override all other circuits in a system?**

- Interlock
  - **E-stop** ✓
  - Lockout/tagout
  - Failsafe
- 

**9 What type of safety barrier prevents an operator's arms from entering the machine during operation?**

- Safety harness
  - Proximity tether
  - Locking hasp
  - **Holdback restraint** ✓
- 

**10 Safety glasses should be worn when \_\_\_\_\_.**

- **Using a drill press** ✓
  - Driving heavy machinery
  - When working above someone
  - When using a micrometer
- 

**11 Why should one wear close fitting clothing when working around machines?**

- Keep the machine clean
  - Prevent damage to the machine
  - **Prevent injury caused by clothing getting caught in machinery** ✓
  - Present an attractive appearance for visitors
- 

**12 A mechanical interlock \_\_\_\_\_ prevent(s) a machine's operation when the guard is out of place.**

- Theoretically
  - Electronically
  - **Physically** ✓
  - Does not
- 

**13 Before removing a machine's guards, make sure that \_\_\_\_\_.**

- There are no obvious hazards in the area
  - The machine will not be damaged during the procedure
  - Maintenance is aware of the work being performed
  - **The machine has been locked and tagged out** ✓
- 

**14 A worker should immediately lockout a machine if he or she finds the \_\_\_\_\_.**

- **Guard has been bypassed** ✓
  - Machine is about to fail but is still producing bad parts
  - Machine is running inefficiently
  - Nearby machine has failed
-

- 15 An employee needs to perform a lockout/tagout, but there is no remaining space on the hasp. What should be done to ensure the lockout/tagout procedure is followed?
- The lockout/tagout has already been correctly followed, no further action is needed.
  - **A new lockout hasp should be added with the employee's designated lock to continue the procedure. ✓**
  - The machine's supervisor can remove the old lockout/tagout to perform a new one.
  - The employee's designated lock should be added to the loop of an existing lock.
- 

- 16 What is the correct procedural order for performing a lockout/tagout?
- E-stop, hasp, lock
  - Lock, hasp, tag
  - Tag, hasp, E-stop
  - **Hasp, lock, tag ✓**
- 

- 17 A \_\_\_\_\_ is used to block a machine's operation until its proper guards are in place.
- Lockout
  - **Mechanical interlock ✓**
  - Teaching pendant
  - Proximity sensor

Please review **Objective 4 - Describe the Operation of Machine Interlocks** for more information on this question.

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- 18 In terms of safety, everyone is responsible for reporting \_\_\_\_\_.
- Unclean areas
  - Unsupervised labor
  - Lazy employees
  - **Improperly guarded equipment ✓**
- 

## Equipment Safety

- 1 When using compressed air to clean work areas, air pressures should be kept below what limit?
- **30 psig ✓**
  - 25 psig
  - 20 psig
  - 15 psig
- 
- 2 What device is used to protect the valve stem of a compressed gas cylinder?
- Restraining chain
  - A dolly or handcart
-



- **Steel safety cap** ✓
  - A stainless steel regulator
- 

3 How far apart should oxygen cylinders be stored from flammable materials?

- 5 feet
  - 10 feet
  - 15 feet
  - **20 feet** ✓
- 

4 Oxidizers, fuels, and flammable gases should be stored at least \_\_\_\_\_ from any ignition sources.

- 10 feet
  - **20 feet** ✓
  - 50 feet
  - 100 feet
- 

5 The 3 prongs of a 110-volt power tool's power cord plug perform what purpose?

- **One is the hot, one is the neutral, and one is the ground.** ✓
  - One is the hot, one is the neutral, and one is the cheater.
  - Two of them conduct electricity, and the third holds the plug in the outlet.
  - Two of them are for AC current, and the third is used for DC current.
- 

6 Power tools are more dangerous than hand tools because they \_\_\_\_\_.

- Are connected to a power source
  - Are heavier and bulkier than their hand tool counterpart
  - **Operate at higher speeds and forces** ✓
  - Are by nature difficult to operate
- 

7 As a safety precaution, which of these should be chained to a rigid fixture?

- **A compressed gas cylinder** ✓
  - A forklift
  - A drill press
  - A welder
- 

8 What word describes the types of gas that help a fire burn?

- Inert
  - **Oxidizer** ✓
  - Flammable
  - None of the above
- 

9 Tools operated electrically or by pneumatic power are classified as \_\_\_\_\_ tools.

- **Power** ✓
  - Mechanic
  - Hand
  - Handyman
-

10 The contents of a gas cylinder are only determined by \_\_\_\_\_.

- The color of the tank
  - Type of service valve
  - **Reading the cylinder label** ✔
  - Opening the valve and smelling the gas
- 

11 Which of the following is NOT a common type of hand tool?

- Phillips screwdriver
  - Pliers
  - **Circular saw** ✔
  - Hex key
- 

12 The first step in safe hand tool use is \_\_\_\_\_.

- Only use a tool for its intended use
  - **Wear the proper personal protection equipment** ✔
  - Be cautious using worn or damaged hand tools
  - Alter tools to fit a task
- 

13 When is it okay to alter a hand tool?

- To increase torque
  - To increase the number of jobs for which the tool can be used
  - Both A & B
  - **None of the above** ✔
- 

## Material Handling and Robot Safety

1 What type of safety device is used to stop welding robots?

- **Proximity sensor** ✔
  - Spark hammer
  - Kerf curtain
  - Welding mask
- 

2 Which of the following is NOT considered a robot safety device?

- Barricades
  - Light curtains
  - Deadman switches
  - **Steel-toed boots** ✔
- 

3 When is it ok to use a hoist to lift something that weighs more than the rating on a hoist?

- When it does not exceed 5 percent of capacity
  - **Never** ✔
  - When the load is lifted carefully
  - When it does not exceed 10 percent of capacity
-

4 Why is it a good idea to dispose of damaged rigging equipment?

- So it is not accidentally used again. ✓

- To avoid secondary inspections.

- This ensures a constant supply of good rigging equipment.

- To reduce an inventory surplus.

---

5 When an operator must be inside the work cell to teach points with a teach pendant, which additional safety rule(s) should be followed?

- The robot must be in the teach mode. ✓

- A swift jogging speed must be set.

- No other workers should be present.

- All of the above

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6 What is rigging?

- Moving an unbalanced load

- Securing a load in order to move it ✓

- The use of furls, eye sockets, and tethers

- The use of forks, levels, and nylon cables

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7 A robot's teach pendant should have a \_\_\_\_\_ on it to stop the robot's motion immediately.

- Light curtain

- Lockout hasp

- Keyed interlock

- Emergency stop ✓

Please review **Objective 4 - Describe Seven Types of Robot Safety Devices** for more information on this question.

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8 A \_\_\_\_\_ is a manually operated forklift.

- Pallet jack ✓

- Hand truck

- Pry truck

- Dolly

---

9 What type of crane is used to move a hoist within a single industrial facility?

- Overhead crane ✓

- Gangry crane

- Jib crane

- Boom crane

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10 Cranes can only be operated by a \_\_\_\_\_.

- Safety engineer

- Forklift truck driver or crane operator

- Certified crane operator or a supervisor

- Certified crane operator ✓

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11 OSHA requires that a person who operates a forklift \_\_\_\_\_.

- Be at least 21 years of age
  - Have a valid automobile driver's license
  - **Be trained and certified** ✓
  - Have a commercial driver's license
- 

12 What safety device is used as a last resort to keep robot from physically moving a certain point?

- **Mechanical stop** ✓
  - Teaching pendant
  - E-stop
  - Proximity sensor
- 

13 Rules are designed to protect the operator and the robot equipment. The operator must follow and complete the safety system and training, locate the emergency stops, and \_\_\_\_\_.

- **Monitor the controls and nearby personnel** ✓
  - Monitor the material handling of the robot
  - Maintain and monitor the parts being produced
  - Complete a quality check on each part produced
- 

14 Which of the following is responsible for most robot-related, industrial accidents?

- **Sudden, unexpected movement** ✓
  - Improper interlock systems
  - Poor training practices
  - Incorrect teach pendant programming
- 

15 Many of the safety devices for the robot are designed to protect the human interaction with the robot. Which device can detect when a person is near the robot arm or if the arm has touched a person?

- Emergency stop
  - Light curtains
  - Barricades
  - **Collaborative robot system** ✓
- 

16 All safeguard devices should be \_\_\_\_\_ before operating a robot work cell automatically.

- Inspected
  - Programmed openly
  - **Activated** ✓
  - Connected
- 

17 Which of the following lifting devices do industrial workplaces use for moving loads?

- **Forklifts, hoists, and overhead cranes** ✓
  - Platform lifts, hoists, and chain falls
  - Manual lifts, platform lifts, and scissor lifts
-

- Derricks, tower cranes, and scaffolding

---

**18 If the load obscures the view forward, the operator should \_\_\_\_\_.**

- Reduce the load
  - Drive slowly
  - **Drive the forklift truck in reverse** ✓
  - Lower the load
- 

**19 The Occupational Safety and Health Administration (OSHA) requires \_\_\_\_\_ forklift safety inspections.**

- Hourly
  - Weekly
  - **Daily** ✓
  - Monthly
- 

### Safety Inspections and Analysis

**1 When circumstances at work create a dangerous situation, you should \_\_\_\_\_.**

- **Not proceed until the dangerous situation is eliminated** ✓
  - Proceed with the utmost care
  - Ensure that personal protection equipment is used
  - Apply for hazardous duty pay
- 

**2 What should a worker do if a paint filtering system breaks down and paint is being blown out on top of the roof?**

- **The system should be shut down.** ✓
  - The system can be safely run until the maintenance team arrives.
  - The employees should be notified to move their cars from the adjacent parking area.
  - The system should be shut down at the end of the shift.
- 

**3 Which of the following should be done when a new or different machine is installed?**

- A lockout/tagout
  - **A job safety analysis** ✓
  - An environmental test
  - An MSDS report
- 

**4 A job safety analysis is often performed by \_\_\_\_\_.**

- Outside consultants to ensure the analysis is unbiased
  - **Experienced employees** ✓
  - The management team
  - Employees from outside the job area
-

5 To make the workplace as safe as possible, companies \_\_\_\_\_ to learn how to improve safety.

- Rely on OSHA inspections
  - Conduct performance reviews
  - **Conduct their own walk-through inspections** ✓
  - Rely on complaints from employees
- 

6 \_\_\_\_\_ should be reviewed on a regular basis.

- Payroll methods
  - **Job safety analyses** ✓
  - The customer's specifications
  - Vendors' complaint records
- 

7 An OSHA safety inspection is \_\_\_\_\_.

- **Used to identify and correct workplace safety hazards** ✓
  - Conducted by workplace personnel
  - Conducted only if an employee alleges violations
  - Scheduled by the workplace management
- 

8 Employees can improve workplace safety by \_\_\_\_\_.

- **Taking responsibility for the safety of themselves and coworkers** ✓
  - Letting management make all safety decisions
  - Helping coworkers conceal illness or fatigue so they can do their jobs
  - Coaxing malfunctioning equipment along to keep production going
- 

9 A(n) \_\_\_\_\_ is a review of daily safety practices to ensure they comply with company policies and OSHA regulations.

- OSHA inspection
  - **Safety audit** ✓
  - Policy review
  - Culture survey
- 

10 The safety committee conducts job safety audits when they are initiated by \_\_\_\_\_.

- OSHA inspectors
  - **Incident reports** ✓
  - Supervisor complaints
  - Legal claims
- 

11 Regardless of how they are collected, safety concerns should be \_\_\_\_\_.

- Dismissed if not submitted by upper management
  - **Systematically documented and followed up on when appropriate** ✓
  - Disregarded
  - Reported directly to OSHA and upper management
- 

12 Anyone who notices another employee engaging in an unsafe practice should \_\_\_\_\_.

- Send an anonymous letter to the supervisor
-

- Report the incident to the safety committee
  - **Give constructive input to the employee to encourage good safety practice** ✓
  - Get the worker fired
- 

- 13 The process of determining the safest way to perform a task is called a \_\_\_\_\_.
- Safety review
  - Safety audit
  - **Job Safety Analysis** ✓
  - Task analysis
- 

## Work Area Safety

- 1 Which of the following does OSHA require for staircases with four or more risers?
- Safety netting
  - Arrest harnesses
  - **Handrails** ✓
  - Striped toe-boards
- 
- 2 A worker should clean up a small spot of liquid on the floor immediately if the liquid is \_\_\_\_\_.
- A caustic chemical
  - **Oil** ✓
  - Radioactive
  - Explosive
- 
- 3 A safe work place begins by designing in safety by creating a(n) \_\_\_\_\_.
- Safety standard
  - Safety Committee
  - Safety review
  - **Standard operating procedure** ✓

Please review **Objective 1 - Describe the Elements of a Safe Work Station** for more information on this question.

---

- 4 How far above its point of support must a portable ladder extend?
- 25% of its base height
  - One rung
  - **3 feet** ✓
  - Its full extension
- 
- 5 One or more hoses crossing a main walkway \_\_\_\_\_.
- **Are not acceptable** ✓
  - Are permissible if they are taped down
-

- Must be rated to withstand being run over by a fork lift with rupturing
  - Must be color coded to indicate the material they contain
- 

**6 Supervisors and/or safety committees should be made aware of \_\_\_\_\_.**

- Cost overruns
  - Only items that do not get people in trouble
  - **Possible improvements in ergonomics** ✓
  - Unclean areas
- 

**7 When walking through a production area, \_\_\_\_\_.**

- **Follow all walkway markings** ✓
  - Step around any spills to avoid slipping and falling
  - Remember that pedestrians have the right of way over vehicles
  - Take short cuts under barriers to minimize time in walkways
- 

**8 Mirrors help make a safe pedestrian walkway by \_\_\_\_\_.**

- Aiding in backing vehicles
  - Reflecting light into dark areas
  - **Helping control blind spots** ✓
  - Allowing workers to check their clothing
- 

**9 Which of the following features should walkways have to allow for egress?**

- Safety mirrors
  - Handrails
  - **Clear exits** ✓
  - Evacuation maps
- 

**10 Missing or damaged work station personal protective equipment (PPE) should \_\_\_\_\_.**

- Be patched up to make do
  - Removed from the equipment list
  - **Reported to a supervisor** ✓
  - Be purchased by the employee
- 

**11 A consequence of work stations with poorly designed ergonomics is \_\_\_\_\_.**

- Eye strain
  - Back injury
  - **Repetitive motion injuries** ✓
  - Poor posture
- 

**12 A worker should use pedestrian walkways and doors \_\_\_\_\_.**

- To keep from getting lost
  - **When forklifts are operating in the area** ✓
  - To meet OSHA requirements
  - To reach your destination in the least time
- 

**13 A platform lift that operates 10 feet off of the ground must include \_\_\_\_\_.**

---



- Personal safety harnesses
  - A tethering system
  - **Toe boards and guard rails** ✓
  - Locking hydraulic scissors
- 

- 14 Adapting the work area to fit the person to reduce stress is called \_\_\_\_\_.
- Environmental adaptation
  - Ego
  - **Ergonomics** ✓
  - Excessive
- 

- 15 Extension ladders should be leaned against a wall with about a(n) \_\_\_\_\_ ratio of length to distance from the wall.
- 12:1
  - 8:1
  - 6:1
  - **4:1** ✓
- 

- 16 When lifting objects, \_\_\_\_\_.
- Bend at your waist and lift with your back
  - Keep your feet close together
  - **Keep your head up and back straight** ✓
  - Twist your back to turn
- 

- 17 Which of the following is a work station hazard?
- New skid-resistant coating on a stairway
  - **Pallets located in a walkway** ✓
  - A cleanable pedestrian walkway with no added traction
  - All of the above
- 

- 18 To protect your back during lifting, you should place your feet shoulder width apart, \_\_\_\_\_ and then grasp and lift the object.
- Bend at the waist
  - Place one knee on the ground
  - Squat down with your feet on either side of the object
  - **Bend at the knees** ✓
- 

- 19 A common ergonomic practice to reduce injuries is to \_\_\_\_\_.
- Use fixed height workstations to standardize motion
  - **Rotate tasks among employees** ✓
  - Replace power tools with safer hand tools
  - Design processes so employees pull rather than push objects
- 

- 20 Employers are required to provide fall protection for every person working at least \_\_\_\_\_ feet above the ground.
- 12
-

- 10
  - 4 ✔
  - 3
- 

## Training

- 1 Observing a worker using a new piece of equipment is \_\_\_\_\_.
    - Required by OSHA
    - Uncalled for and causes worker humiliation
    - **The best way to know that they can use it correctly ✔**
    - Not required if the employee has read the manufacturer's warning labels

---
  - 2 Those who view failure as an opportunity to gain \_\_\_\_\_ demonstrate a desire to learn.
    - Easier assignments
    - **Experience ✔**
    - More help
    - Paid time off

---
  - 3 Clear statements of expectations are needed when \_\_\_\_\_.
    - **Training employees ✔**
    - Ordering lunch
    - Writing safety manuals
    - Giving directions

---
  - 4 Communicating \_\_\_\_\_ is important when training employees.
    - **At the appropriate level ✔**
    - Loudly
    - In writing
    - In multimedia

---
  - 5 When lecturing, safety officers should consider using \_\_\_\_\_ content to keep the participants interested in the material.
    - Slides
    - Filmstrips or videos
    - **Hands-on or interactive ✔**
    - Irrelevant

---
  - 6 After a new production employee has been taken through the \_\_\_\_\_ his or her participation is documented according to company policy.
    - Building tour
    - Evacuation procedures
    - **Safety orientation ✔**
    - Payroll orientation

---
  - 7 Demonstrating the skills and abilities learned is a common component of a(n) \_\_\_\_\_.
-

- Orientation program
  - **Apprentice program** ✓
  - Quality circle meeting
  - Team kickoff meeting
- 

- 8    **A copy of the relevant OSHA standard must be available to workers who attend \_\_\_\_\_.**
- Safety committee meetings
  - **OSHA required training** ✓
  - Production training
  - New line planning meetings
- 

- 9    **Before a new machine is put into production, companies should provide \_\_\_\_\_ to the operators.**
- **Training** ✓
  - Manuals
  - PPE
  - Safety guards
- 

- 10    **The process used to communicate safety concerns \_\_\_\_\_.**
- **Is an important topic to cover in a safety orientation session** ✓
  - Is unimportant to an assembly worker
  - Must be approved by OSHA prior to implementation
  - Is a long drawn out process
- 

- 11    **The number one type of training provided to employees is \_\_\_\_\_ training, and is required by OSHA to prevent workplace injuries.**
- Orientation
  - **Health and safety** ✓
  - First aid
  - Disaster response
- 

- 12    **Companies have a better ability to match workers to specific job needs if they use \_\_\_\_\_.**
- Statistical Process Control
  - **Cross-training** ✓
  - Sensitivity
  - Better background hiring checks
- 

- 13    **Emergency training like a first aid refresher should be provided \_\_\_\_\_.**
- **Every year** ✓
  - Twice a year
  - Once per review period
  - Only when hired
-

1 Flammable liquids should be stored in \_\_\_\_\_.

- Closed containers with oily rags
  - **A locked cabinet with proper signage** ✓
  - A well-ventilated area
  - An open container
- 

2 An important rule to follow for fire safety and containment is to \_\_\_\_\_.

- Remove unnecessary fire suppressant equipment from every workstation
  - **Keep exit paths cleared and fire doors closed** ✓
  - Open all windows and doors to release smoke and fumes
  - Fight fires with available extinguishers until the fire department arrives
- 

3 To avoid potential fires, combustible materials must be kept a minimum of \_\_\_\_\_ feet from any potential ignition sources.

- 100
  - 10
  - **35** ✓
  - 65
- 

4 Federal regulations require Type B fire extinguishers be labeled for \_\_\_\_\_.

- The date the extinguisher was last serviced
- How long the extinguisher will last when actuated
- How far to stand from the fire when using it
- **Fire type letter and symbol, and size of fire it will extinguish** ✓

Please review **Objective 4 - Describe How to Select a Fire Extinguisher for a Fire Type** for more information on this question.

---

5 The class of fire determines the \_\_\_\_\_.

- Type of flammable material
  - Temperature at which the fire burns
  - **Method of extinguishing the fire** ✓
  - The location of the fire
- 

6 The dates and charge on the fire extinguishers should be checked \_\_\_\_\_.

- During the yearly fire system inspection
  - When the fire alarm control panel (FACP) is repaired
  - **When performing a monthly inspection of the fire system** ✓
  - When inspecting the fire sprinkler system
- 

7 The fire \_\_\_\_\_ is the relationship between fuel, oxygen, and heat required for a fire to occur.

- Trilogy
  - **Triangle** ✓
  - Complex
  - Circle
-

- 8 Documentation of each fire drill should include the date and time of the drill and a description of the \_\_\_\_\_ to improve future performance.
- Communications to the fire department about problems in the building
  - Creation of an alternate evacuation plan
  - Reprimands of employees that do not take the drill seriously
  - **Problems observed** ✓
- 
- 9 If the round grounding pin is missing from an electrical cord, you should \_\_\_\_\_.
- Use it only on ungrounded receptacles
  - Use an adapter to plug it into a three-pin receptacle
  - Use it only if the tool is double insulated
  - **Never use it** ✓
- 
- 10 A paper fire can be safely extinguished using a Class \_\_\_\_\_ fire extinguisher.
- **A** ✓
  - B
  - C
  - D
- 

### Emergency and Accident Response

- 1 If you are working and find an injured worker, the first thing you should do is \_\_\_\_\_.
- Wait for the First Responder to appear
  - **Evaluate the scene so that you do not become another victim** ✓
  - Ask for permission to administer first aid
  - Check for consciousness
- 
- 2 Cool water is an appropriate treatment for \_\_\_\_\_.
- Rashes
  - **Minor burns** ✓
  - Muscle strains
  - Migraines
- 
- 3 The team leader or supervisor should immediately be told of \_\_\_\_\_.
- Your desire to change jobs
  - **Any industrial injuries** ✓
  - Your interest in attending college classes
  - Stable machine operation
- 
- 4 Who should be trained in the details of a company's Emergency Action Plan?
- **All employees** ✓
  - Designated first responders
  - Emergency medical technicians
  - All floor supervisors
-

5 When a first responder is the first to arrive at the scene of an injury, the first action to take is \_\_\_\_\_.

- Notify the injured worker's supervisor of the injury
  - Check the injured worker for signs of life
  - **Ask another employee to dial 911 and begin first aid procedures** ✓
  - Gather enough evidence to determine what happened
- 

6 Call 911 immediately if you notice that another worker \_\_\_\_\_.

- **Has swallowed a cleaning chemical** ✓
  - Looks dizzy
  - Is leaving work early
  - Is vomiting
- 

7 A flood is an example of a(n) \_\_\_\_\_.

- Incident
  - **Environmental emergency** ✓
  - Unusual event
  - Human-caused emergency
- 

8 When an alarm sounds, you should initiate emergency shutdown procedures and evacuate \_\_\_\_\_.

- **Immediately** ✓
  - As soon as you see others doing so
  - Before power fails
  - After you confirm it is not a false alarm
- 

9 Most chemicals, such as battery acid, should be flushed continually for at least \_\_\_\_\_.

- 15 seconds
  - 5 minutes
  - 30 seconds
  - **15 minutes** ✓
- 

10 Which of the following steps should you take when someone is injured but refuses treatment?

- Notify the designated First Responder.
  - Leave the injured person alone.
  - **Call 911 and stay with the injured person.** ✓
  - Begin administering First Aid as quickly as possible.
- 

11 Which of the following emergency procedures includes the locations of fire-fighting equipment and first aid stations?

- **Emergency Action Plan** ✓
  - First Responder Assignments
  - Rescue and Medical Care Information
  - Supervisor Headcount Protocol
-

12 When a workplace accident occurs, a(n) \_\_\_\_\_ should be called to provide first aid.

- Safety team leader
  - Ambulance
  - **First responder** ✓
  - Shift supervisor
- 

13 Evacuation routes are generally posted \_\_\_\_\_.

- In the main lobby of the building
  - Near emergency exits
  - **In each room of the building** ✓
  - Only in confined spaces
- 

14 Emergency showers and eyewash stations must be available where \_\_\_\_\_ are used.

- Bases
  - Fluids
  - **Caustics or acids** ✓
  - Power tools
- 

15 Typically, after an accident report is submitted a(n) \_\_\_\_\_.

- Safety committee review begins
  - Standard operating procedure is reviewed
  - Investigation is closed
  - **Formal investigation report is filed** ✓
- 

16 If a person is a qualified First Responder, what should they do when they see a serious injury?

- Dial 911 first, and then help the victim.
  - Guide the ambulance crew to the victim.
  - Dial 911 immediately and contact the safety office.
  - **Ask someone else to dial 911 and begin administering first aid.** ✓
- 

17 Tetanus is a possible result from \_\_\_\_\_.

- **Puncture wounds from a nail** ✓
  - Broken bones
  - Second hand smoke
  - Sprains
- 

18 What must be able to function for at least 15 minutes to enable employees to safely flush chemicals and foreign objects from their eyes?

- Emergency shower
  - Emergency water hose
  - **Eyewash station** ✓
  - First aid station
-

1 Which of the following is an example of effective communication?

- **Sticking to the point of the topic** ✔
- Leaving the Receiving party with few questions
- Using filler words or phrases in a message
- Frequently repeating talking points.

Please review **Objective 7 - Describe How to Construct a Clear Message** for more information on this question.

---

2 A manager is attempting to communicate a new production process, but no one seems to understand the procedure. Which of the following responses is more likely to improve communication?

- The manager should repeat the information in a louder voice.
  - **The manager should try to express the information differently.** ✔
  - Management should abandon the process change.
  - A manager with better speaking skills should explain the information.
- 

3 Who is responsible when effective communication cannot be established?

- The sending party
  - The receiving party
  - **Both parties** ✔
  - External noises
- 

4 When preparing a message, information accuracy can be improved during the \_\_\_\_\_ process.

- **Editing** ✔
  - Censoring
  - Organizing
  - Construction
- 

5 When creating a written message, always be sure to include the who, what, where, \_\_\_\_\_, and why information to ensure effective communication.

- Cost
  - **When** ✔
  - Will
  - If
- 

6 \_\_\_\_\_ is considered a universal language for communication.

- English
  - **Morse code** ✔
  - American Sign Language
  - Binary
- 

7 Which of the following is a valid limitation on the encoding of information?

- The importance of the idea.
  - The bias of the Sending party.
-



- **The capabilities of the Receiving parties.** ✔

- There are no valid limitations.

---

8 Which of the following is an example of an encoded communication?

- Information that is classified top secret.
  - Messages that require a special key to decode.
  - Data that is safely stored on a password-protected computer.
  - **An idea that has been converted to words or images.** ✔
- 

9 Where does communication begin?

- **As a Sender's idea.** ✔
  - In the Receiver's mind.
  - As an abstract concept that requires encoding.
  - During the transfer of information.
- 

10 Making assumptions about feelings, opinions, or motivations is a type of \_\_\_\_\_ that can hinder effective communication.

- Noise
  - Brainstorm
  - Encoding
  - **Filter** ✔
- 

11 Working together respectfully and effectively demonstrates good \_\_\_\_\_.

- Independence
  - Resources
  - **Communication** ✔
  - Philosophies
- 

## Receiving Communication

1 What is the best way to respond to a disgruntled customer's phone call?

- Refer the customer to your immediate supervisor.
  - Attempt to calm down the customer with positive body language.
  - **Remain courteous and respond to their concerns in a professional manner.** ✔
  - Place the customer "on hold" until they are more reasonable.
- 

2 A Receiver's \_\_\_\_\_ skill is extremely powerful and plays the greatest role in a successful communication process.

- **Listening** ✔
  - Language
  - Feedback
  - Transformation
-

Please review **Objective 1 - Describe the Responsibilities of the Receiver in Effective Communication** for more information on this question.

---

3 Which of the following is the most difficult part of the communication process?

- Filtering
- Decoding
- **Encoding** ✓
- Organizing

---

4 The special responsibility of the Receiver is to avoid making \_\_\_\_\_.

- Preferences
- **Assumptions** ✓
- Internal Filters
- Translation Errors

---

5 A(n) \_\_\_\_\_ Receiver is fully involved in the success of the communication process.

- Primary
- Effective
- Participating
- **Active** ✓

---

6 If a Receiver wants to improve their listening habits, they should \_\_\_\_\_.

- Refuse to ask questions while the Sender is engaged
- **Identify the Sender's cues and recognize organized patterns** ✓
- Concentrate on the Sender's body language
- Copy the Sender's message rather than take notes

---

7 If a message seems negative, the Receiver should ask the Sender for \_\_\_\_\_.

- Cues
- **Clarification** ✓
- Common Patterns
- Concerns

---

8 Which of the following is not an effective way for a Receiver to understand the Sender?

- **Focusing on small details.** ✓
- Ignoring simple misstatements.
- Decoding the main talking points.
- Avoiding distractions.

---

9 \_\_\_\_\_ are habits that reduce the effectiveness of the communication process.

- Assumptions
  - Misconceptions
  - **Barriers** ✓
  - Biases
-

Please review **Objective 4 - Describe the Barriers to Active Listening** for more information on this question.

---

**10 Which of the following gestures can be used to show that you are engaged and actively listening?**

- **Maintain eye contact with the speaker.** ✓
  - Lean back in your chair.
  - Finish the speaker's sentences or ideas.
  - Participate when it is your turn to speak.
- 

### Communication Methods

**1 Determining the purpose and audience of a written message is the \_\_\_\_\_ step of the writing process.**

- Final
  - Penultimate
  - **Preliminary** ✓
  - Least important
- 

**2 What is an advantage of written communication?**

- **It can communicate large amounts of data without causing information overload.** ✓
  - It is a relatively easy skill to master.
  - There is a non-verbal context available to help convey emotional information.
  - There is no immediate feedback.
- 

**3 Which of the following content is best conveyed using spoken communication?**

- Business contracts
  - Policy changes
  - Legal matters
  - **Emotional conflicts** ✓
- 

**4 When communicating with unknown people outside of your company, you should use a(n) \_\_\_\_\_.**

- **Formal letter** ✓
  - Faxed letter
  - Social media website
  - Instant message
- 

**5 When conveying urgent information to \_\_\_\_\_, an electronic memo is a quick and effective communication tool.**

- **Your entire company** ✓
  - Corporate sponsors
  - Sales representatives
-

- Potential customers

---

6 To avoid identity theft, what precaution should you take when posting to social media?

- Use an outdated web browser when possible.
  - Make sure you use the same password for every account.
  - **Do not provide personal information.** ✓
  - Reply to friend requests in a timely manner.
- 

7 All of the following are media that can be used to communicate a message except \_\_\_\_\_.

- Paintings
  - Websites
  - Postcards
  - **Private thoughts** ✓
- 

8 \_\_\_\_\_ communication is humankind's oldest and most preferred medium.

- **Spoken** ✓
  - Visual
  - Written
  - Electronic
- 

9 Which of the following should be performed when drafting a business report?

- Make a list of complex graphics to include.
  - **Create an outline of each section.** ✓
  - Conduct a focus group for potential customers.
  - Begin writing your thoughts as they come.
- 

10 Which of the following information is best conveyed using written communication?

- An established consensus within a work group
  - **A long list of names, dates, and addresses** ✓
  - A complex emotional message on a controversial topic
  - An urgent business presentation between multiple countries
- 

11 What is an important strength to spoken communication?

- **Spoken communication allows for instant feedback.** ✓
  - Spoken communication encourages a lack of preparation.
  - Spoken communication allows for information overload.
  - Spoken communication is a good medium for communicating policies and legal matters.
- 

12 Which of the following examples are best communicated using verbal directions?

- Instructions for a task that must be completed at different locations
  - **A list of simple tasks that can be completed by a few people** ✓
  - The directions for completing a very complicated task
  - A simple task that must be completed several times throughout the day
- 

13 A(n) \_\_\_\_\_ is an example of both written and electronic communication.

---

- Instructional video
- Voicemail
- **Email** ✓
- Teleconference

- 
- 14 Written communication has a(n) \_\_\_\_\_ between conveying a message and knowing if the message is understood.
- Feedback loop
  - **Delay** ✓
  - Convenience
  - Lack of accuracy
- 

### Communicating Feedback

- 1 Contradicting points of view between different countries can lead to \_\_\_\_\_ problems when communicating.
- Psychological
  - **Cultural** ✓
  - Legal
  - Emotional
- 
- 2 Which of the following shows effective communication in the workplace?
- Speaking first to control the conversation
  - Being friendly with a select few team members
  - Writing everything down before communicating
  - **Being aware of verbal and non-verbal messages** ✓
- 
- 3 Which of the following examples can physically interfere with the transmission of a message?
- Making assumptions about the purpose of a speech
  - Using slang or jargon in an office memo
  - Prejudice against a young speaker
  - **Loud machinery on the factory floor** ✓
- 
- 4 \_\_\_\_\_ involves all parties working out a process to reach a common goal.
- **Collaboration** ✓
  - Evaluation
  - Preparation
  - Assertion
- 
- 5 Which hand gesture means "I am defensive. I am not receptive to what you are saying"?
- Fingers together
  - Fingers strumming
  - Chin stroke
  - **Folded arms** ✓
-

6 \_\_\_\_\_ is a negative element of the communication process that is always present in one form or another.

- Transference
  - Filler
  - Bias
  - **Noise** ✓
- 

7 Which of the following steps are part of initiating the conflict-resolution process?

- Assess your values.
  - Improve the relationship.
  - **Avoid blame.** ✓
  - Ask open-ended questions
- 

8 \_\_\_\_\_ is a special message sent from a Receiver to a Sender after a message has been conveyed.

- Commentary
  - **Feedback** ✓
  - Criticism
  - Focus
- 

## Introduction to Teams

1 Which of the following is an example of good team member behavior?

- Agreeing with every idea presented by the group.
  - Questioning the competence of other team members
  - Withholds ideas to keep team meetings bearable.
  - **Tolerating the time-consuming team process.** ✓
- 

2 Having \_\_\_\_\_ is a key characteristic of a successful team.

- Loose focus
  - Independence
  - Feedback
  - **Trust** ✓
- 

3 A diverse team is comprised of \_\_\_\_\_ with different skills for their area of expertise.

- Project Leaders
  - Goal-Oriented Members
  - **Subject Matter Experts** ✓
  - Equal Rank Groups
- 

4 A(n) \_\_\_\_\_ work group tends to be more social than traditional work groups.

- **Informal** ✓
  - Organized
  - Inter-departmental
-

- Functional

---

5 Work teams use structured \_\_\_\_\_ to solve problems, resolve conflicts, and interact with each other.

- Solutions
  - **Processes** ✓
  - Data
  - Management
- 

6 A team's success is measured by its \_\_\_\_\_.

- Goals
  - **Output** ✓
  - Behavior
  - Productivity
- 

7 Which of the following work groups is an example of a team?

- The engineering department
  - **A product development project** ✓
  - The corporate leadership task force
  - A lunchroom planning committee
- 

8 \_\_\_\_\_ is one way you can assist a fellow team member.

- Complaining to the team leader following a meeting
  - Keeping productive ideas to yourself
  - **Providing constructive feedback** ✓
  - Sending a department-wide memo
- 

9 Which of the following work groups has the authority to make decisions without having an active management representative?

- **Self-Directed work group** ✓
  - Advisory council work group
  - Leadership work group
  - Problem-solving work group
- 

10 A team's \_\_\_\_\_ depends on the complexity of the team's goal and the range of skills necessary to achieve it.

- **Size** ✓
  - Hierarchy
  - Structure
  - Communication
- 

## Production Team Communication

1 The two main components of a(n) \_\_\_\_\_ are its responsibilities and its skill set.

---

- Performance review
  - **Job Description** ✓
  - Work group
  - QA inspection
- 

- 2 Which of the following is a good use of an employee's time when a task is finished early?
- Begin working on whatever task they feel is best.
  - Take a well-deserved break.
  - **Work on an assigned task that has not yet been completed.** ✓
  - Ask their supervisor to assign tasks that better suit their time.
- 

- 3 A common example of \_\_\_\_\_ is using multi-colored lights to signal the condition of a process or piece of equipment.
- **Visual management** ✓
  - Procedural safety
  - Operation signaling
  - Task enhancement
- 

- 4 A(n) \_\_\_\_\_ is an organized production area that groups together all the machines needed to make a group of parts.
- Production group
  - Manufacturing team
  - Operation division
  - **Work cell** ✓
- 

- 5 Most companies use a standardized form called a(n) \_\_\_\_\_ to request maintenance.
- Suggestion form
  - Equipment order
  - **Job ticket** ✓
  - Control request
- 

- 6 A self-directed employee describes someone that \_\_\_\_\_.
- Works alone
  - Supervises themselves
  - Does not work well in teams
  - **Works and learns independently** ✓
- 

- 7 Which of the following is a guideline that should be used for setting goals?
- Set only long-term goals.
  - Do not set goals that are too specific.
  - **Goals should always be reachable.** ✓
  - Do not evaluate progress too frequently.
- 

- 8 Periodically reassigning certain tasks helps to \_\_\_\_\_ different team members.
- **Cross-train** ✓
  - Support
-



- Isolate
  - Flex-schedule
- 

9 Job \_\_\_\_\_ may be used to identify training the person needs to acquire to perform their tasks.

- Requirements ✓✓
  - Audits
  - Descriptions
  - Reviews
- 

10 Production teams are led by a(n) \_\_\_\_\_ that provides leadership and support for the team.

- Team leader ✓✓
  - Auditor
  - Advisory committee
  - Inspector
- 

11 Production data is presented as \_\_\_\_\_ so that information can be processed quickly.

- Departmental memos
  - Charts or graphs ✓✓
  - Operations manuals
  - Datacenters
- 

12 A Responsibility \_\_\_\_\_ is a list of job tasks, team members, and other personnel that can be used to create work assignments.

- Setup
  - Chart
  - Matrix ✓✓
  - Schedule
- 

13 Production teams often hold a meeting before \_\_\_\_\_ to schedule jobs and communicate issues that have arisen during the previous shift.

- Shutdown
  - Changeover ✓✓
  - Maintenance
  - QA Checks
- 

14 A(n) \_\_\_\_\_ is a baseline measurement used by a company to determine how well their process is improving.

- Control
  - Standard
  - Goal
  - Metric ✓✓
- 

15 Which of the following is not a member of a factory line's production team?

- Material handlers
-

- Machine operators
- Set-up personnel
- **Corporate liaison** ✓✓

---

16 \_\_\_\_\_ employees may willingly ask for assignments to learn new skills or improve their expertise.

- Collaborative
- Hands-on
- Fast
- **Self-directed** ✓✓

---

17 Most production groups are headed by a(n) \_\_\_\_\_.

- Manufacturing supervisor
- Quality assurance department
- **Plant manager** ✓✓
- Production foreman

---

### Team Ideation

1 The first step of solving a problem is to \_\_\_\_\_.

- Propose solutions
- Determine the cause
- Work out the process
- **Define the problem** ✓✓

---

2 Which of the following is the ultimate job of a work team?

- **To solve problems** ✓✓
- To create data
- To reduce individual workloads
- To promote specialization

---

3 Which of the following are necessary for an organization's changes to be effective?

- The organization's administrators must give strict directives.
- The organization's mission statement must be amended.
- **The organization's employees must be fully supportive.** ✓✓
- The organization's power structure must also be formally changed.

---

4 How can teamwork help improve the operation of an industrial plant?

- It reduces production by making employees more social.
- It helps profitability by giving employees more work to complete.
- It gives employees a voice against management.
- **It produces more unique ideas than a single person could.** ✓✓

---

5 Why should you begin the consensus process by restating the goal?

---

- **Members can begin to lose sight of the goal or its criteria.** ✓
- To maintain a formal process for the group's structure.
- This ensures that the goal has not changed during the problem solving process.
- The group cannot measure the success of its solution without the goal in mind.

Please review **Objective 6 - Describe How a Team Reaches an Agreement through Consensus** for more information on this question.

---

6 When assigning brainstorming responsibilities, the team should have a(n) \_\_\_\_\_.

- **Facilitator** ✓
- Process table
- Data source
- Outline

---

7 What is the name of the technique used to generate ideas as quickly as possible regardless of whether or not they can work?

- Drafting
- Outlining
- **Brainstorming** ✓
- Nucleation

---

8 A(n) \_\_\_\_\_ is the fundamental problem that causes other problems to occur.

- Source problem
- **Root cause** ✓
- Basis
- Basic problem

---

9 What is the process of building ideas into other ideas called?

- Backtracking
- Snowballing
- **Piggybacking** ✓
- Associating

---

10 To maintain \_\_\_\_\_ standards, you must recognize that change is constant.

- Business
- Legal
- Individual
- **Work** ✓

---

11 One person has absolute decision-making authority for the entire group in a(n) \_\_\_\_\_.

- Unanimity
  - Consensus
  - Dissention
  - **Autocracy** ✓
-

## Workplace Behavior

- 1 **To whom should an employee turn for information about workplace behavior guidelines?**
  - The floor supervisor
  - Knowledgeable colleagues
  - Their immediate team leader
  - **Human resources** ✓✓

---
- 2 **Which of the following is the most professional response to feeling extremely frustrated in the workplace?**
  - Post your grievances on social media.
  - **Excuse yourself from the situation until you calm down.** ✓✓
  - Express your frustrations to the entire team.
  - Say nothing and try to keep your emotions to yourself.

---
- 3 **An employee can help avoid disrupting company operations by being \_\_\_\_\_.**
  - Preoccupied with secondary tasks
  - **Punctual and prepared to begin their shift** ✓✓
  - Unreasonable about workplace attire
  - Dismissive of others' concerns

---
- 4 **All of the following consequences of inappropriate workplace behavior affect the success of a business EXCEPT \_\_\_\_\_.**
  - Impacting customer or vendor relationships
  - **Motivating management to update the employee handbook** ✓✓
  - Placing the company in legal jeopardy
  - Affecting the productivity of others within the company

---
- 5 **Which of the following do designers consider when creating new products?**
  - **The end user's ability to ergonomically use the product.** ✓✓
  - A customer's previous relationship with the company.
  - How to maximize profits without considering existing product lines.
  - The company's & tax liabilities

---
- 6 **The final cost of a product depends on all of the following EXCEPT \_\_\_\_\_.**
  - How sophisticated the product's construction materials appear
  - **The total amount of money the customer is willing to spend on repairs** ✓✓
  - How well the product performs its intended tasks
  - The marketing materials used to support the product

---
- 7 **Who must show a permit to work in a confined space at your facility?**
  - Visitors
  - **Outside contractors** ✓✓
  - All employees
  - No one

---

8 If you are called to discuss a behavioral issue with your supervisor, which of the following should you expect?

- Your supervisor should discuss a course of action to deal with the problem. ✓
  - You will be told of anyone else who has also violated the employee guidelines.
  - HR will give you legal documents that absolve the company of your behavior.
  - The details of the issue and your improvement plan will not be disclosed.
- 

9 In what way could a customer service agent make a customer feel at ease?

- Ask the customer to make a phone call rather than meet in person.
  - Begin the meeting with an aggressive sales pitch.
  - Greet the customer and shake hands. ✓
  - Immediately present the customer with a list of goods and services.
- 

10 What is a mission statement?

- Another term for performance evaluation
  - A comprehensive statement of company policies
  - A short statement of an organization's purpose ✓
  - A true statement about the company
- 

11 A(n) \_\_\_\_\_ is an example of an internal customer.

- Vendor who sells replacement parts
  - Distributor who sells the company's finished products
  - Purchaser of the finished products
  - Inventory control department that catalogs finished products ✓
- 

12 \_\_\_\_\_ refers to the people and resources a company devotes to assisting customers.

- Customer service ✓
  - Satisfaction effort
  - Support staff
  - Cost requirement
- 

13 Which of the following best describes the appearance of a well-dressed employee?

- Inept, organized, and timely
  - Knowledgeable, organized, and professional ✓
  - Inept, organized, and professional
  - Knowledgeable, unorganized, and timely
- 

14 Employees who are consistently late for work appear \_\_\_\_\_ to their supervisors.

- Enthusiastic
  - Hard-working
  - Unreliable ✓
  - Attentive
-

