

# Quiz

- What can be said about the culture of services

I. Processes are invisible

II. Processes are well defined

IV. Not well defined or documented

- In summation, six sigma is considered:

A business improvement approach

- Six Sigma Projects emphasize all the following EXCEPT:

The cost saving

- Who created the initial problem solving framework that would later become DMAIC?

Michel Harry and Bill Smith

- Using the six sigma methodology, a company with a short term sigma level of 3.5 sigma would see a 1.5 sigma shift to 2 sigma long term. What would be the long term failure rate.

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