

Practice

- Quality Tools designated for the Analyze phase of the DMAIC model cannot be used in other phases

False

- How much of the time that product is in a factory is non-value added?

80-95%

- If it is determined that a step in the process is non-value added, it can automatically be removed.

False

- Some companies add a sixth S to the 5S process. This extra S is for:

Safety

- Which 5S step is most difficult to accomplish?

Sustain

Practice

- Which 5S step tells us that we should have a place for everything and everything in its place?

Set in Order

- When analyzing a process to eliminate waste, the first question to ask is:

Does the customer care?

- If a process step is non-value added, we might still need to keep it if:

The process will fail, or we do not have control

- When implementing 5S, items that are not used every day are typically:

Stored nearby

- In which work environment is 5S an effective tool?

Manufacturing

Service

Healthcare

All of the above