

Practice

- When using the 5 whys tool, it is important to ask why exactly 5 times.

False

- 5 Whys is best used by:

A team to determine root cause

- Which of the 8 wastes is made most visible by a Spaghetti Diagram?

Transportation and Motion

- When creating a process map, using all of the available symbols is not important.

True

- Which type of tool will best help you identify process handoffs?

Swim Lane Diagram

Practice

- Process Mapping is often the first step in process improvement.

True

- When applied to an existing process, a process map should represent the process as:

It actually operates

- Who will know the most about how a process actually operates?

Frontline employees who use it every day

- Force Field Analysis requires careful and accurate data collection.

False

- When performing a Force Field Analysis:

A state of equilibrium is described

Sometimes you might identify forces that belong on both sides of the chart Healthcare

It is a good idea to pair driving and restraining forces

All of the above