

Choose the Correct Answer.

During the current state analysis, what are Gemba walks typically used for?



Conducting financial audits.

Interviewing senior management.

Observing and gathering data at the actual workplace.

Setting long-term strategic goals.



Choose the Correct Answer.

What does the term "Gemba" refer to in lean manufacturing?



A Japanese
martial art
technique.

The workplace or
the location
where value is
created.

A type of
manufacturing
equipment.

A quality control
software tool.



Choose the Correct Answer.

What is the primary purpose of understanding the current state in Lean methodology?



To set unrealistic future goals.

To maintain the status quo.

To identify existing process inefficiencies and waste.

To streamline processes without analysis.

Choose the Correct Answer.

What does "Voice of the Customer" (VOC) refer to?



Customer
complaints and
feedback.

Market research
on competitor
products.

Internal team
discussions.

Budget and
financial
statements.



Choose the Correct Answer.

What is the primary objective of Gemba walks in an organization?



To promote employee social gatherings.

To inspect and supervise employees.

To go to the source, asking questions, and seeking to understand the work in progress.

To encourage employees to take more breaks.

Choose the Correct Answer.

What is the primary difference between Voice of the Customer (VOC) and Critical to Quality (CTQ) in the context of quality management?



VOC focuses on internal team feedback, while CTQ focuses on customer feedback.

VOC collects data from the organization's suppliers, while CTQ collects data from customers.

VOC represents customer needs and expectations, while CTQ identifies specific product or service attributes critical to meeting those needs.

VOC is a measurement of financial performance, while CTQ is related to operational efficiency.



Choose the Correct Answer.

What is the primary benefit of creating a process map for an organization?



To increase employee salaries.

To improve process visibility, identify inefficiencies, and facilitate process optimization.

To provide customers with discounts.

To launch new marketing campaigns.

Choose the Correct Answer.

In process mapping, which symbol is typically used to represent a decision point or choice in the process?



Diamond.

Circle.

Triangle.

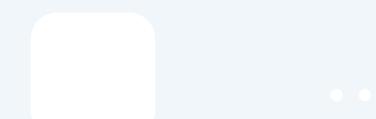
Hexagon.

Choose the Correct Answer.

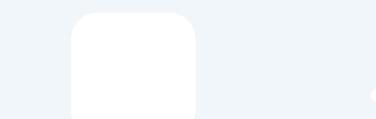
What is the primary purpose of an affinity diagram in problem-solving and brainstorming?



To organize data and facts in a chronological order.



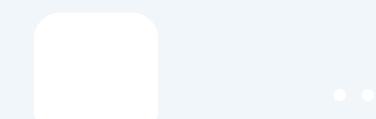
To visually group and categorize ideas, issues, or observations.



To draw a flowchart of a process.



To calculate statistical probabilities.



Choose the Correct Answer.

What does it indicate when a circle in an interrelationship diagram has the most arrows pointing towards it?



It indicates a random association.

It typically means that this particular factor or idea has the most significant influence or impact on the other factors within the diagram.

It represents a chronological order.

It implies an unrelated connection.

