

1. An activity that does not change the form or function of a product or service is:

1 point

- ☐ Value Added
- ☒ Non-Value Added
- ☐ Required
- ☐ Unnecessary

2. If an activity is non-value added, it must be eliminated.

1 point

- ☐ True
- ☒ False

3. A three prong electrical plug is an example of:

1 point

- ☒ Poka Yoke
- ☐ Kan Ban
- ☐ Muda
- ☐ Standard Work

4. Value is defined by customers based on their perceptions.

1 point

- ☒ True
- ☐ False

5. Two Types of Poka Yoke devices are:

1 point

- ☐ Proactive and Reactive
- ☒ Prevention and Detection
- ☐ Service and manufacturing
- ☐ Operator and customer