

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