

1.

In summation, six sigma is considered:

1 point
- ☐ A focus on critical customer items

☐ An purging of mistakes and defects

☒ A business improvement approach

☐ An intense focus on business outputs
2.

Using the six sigma methodology, a company with a short term sigma level of 3.5 sigma would see a 1.5 sigma shift to 2 sigma long term. What would be the long term failure rate.

1 point
- ☐ 233

☒ 308770

☐ Somewhere between 6210 and 66810

☐ 36510
3.

Who created the initial problem solving framework that would later become DMAIC?

1 point
- ☒ Michel Harry and Bill Smith

☐ Forrest Breyfogle and Michel Harry

☐ George Michael and Bill Smith

☐ Robert Gavin and Michel Harry
4.

What can be said about the culture of services

1 point
- | | |
|--|------------------------------------|
| | I. Processes are invisible |
| | II. Processes are well defined |
| | III. More scientific |
| | IV. Not well defined or documented |

☐ I, II, and III only

☒ I, II, and IV only

☐ II, III, and IV only

☐ All of the above
5.

Six Sigma Projects emphasize all the following EXCEPT:

1 point
- ☐ Areas that are of high importance to the organization

☒ The cost savings

☐ Quantifying the Results

☐ Support from the highest levels of Management