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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