

Lean Green Belt Sample Paper_ENG_10Qs

Study: Lean – Lean Green Belt

Multiple Choice

Instructions:

1. All 10 questions shall to be attempted.
2. There is only one correct answer each question.
3. You have 30 minutes for this exam.
4. You need to have at least 7 correct answers to pass this exam.
5. This is an open book exam.
6. You can use a simple calculator.

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- 1 A project is currently in week 9 of implementation. On the project's Gantt chart the delivery of some materials by a supplier is planned in week 10. If this delivery is not received by week 15 the project will be delivered late. The supplier has promised that these materials should arrive by week 13.
- What is the 'total float' on the baseline delivery of these materials?
- a. 3 weeks
 - b. 2 weeks
 - c. 5 weeks
 - d. 6 weeks
- 2 Which feature is **NOT** shared by both Lean and Six Sigma?
- a. Focus on continuous improvement
 - b. Commitment from top management
 - c. Focus on customer satisfaction
 - d. Long learning curve
- 3 What is characteristic when creating a Swinlane Flowchart?
- a. Creating and filling the data boxes
 - b. Drawing up a map with the various workstations
 - c. Indicating in which order the process steps are carried out by the different departments
 - d. Streamlining the process in a future state.
- 4 Which attribute is required of all Lean Six Sigma team members?
- a. Ability to manage people
 - b. Statistical analysis experience
 - c. Full time commitment
 - d. Active listening skills

- 5 A production manager has asked a member of the production team to present a summary of the team's performance over the past three months.

The data presented was clear and concise, and delivered in a professional manner. However, the data showed the team's performance to be lower than expected, and that one member in particular had failed to meet several of the performance targets set.

Which response from the production manager would **NOT** be appropriate?

- a. Publicly compliment the presenter on their format, content and delivery
 - b. Openly discuss and share errors in individual performance
 - c. Explain the danger to the business of missing the performance targets
 - d. Tell the team they're smart and capable, and that's why more is expected of them
- 6 A manufacturing company is replacing an existing horizontal saw with two new vertical cutting saws. These saws will guarantee accuracies to 0.0005", making it easier to accurately cut large panels into smaller size pieces whilst taking up less floor space.
- At the early stages of the DMAIC project, in every customer focus group, customer interview and customer survey, the Voice of the Customer (VOC) specified the need for 'safety'.
- The Process Failure Modes and Effects Analysis (FMEA) reviewed a number of potential safety issues and scored each of these with a relatively high Risk Priority Number (RPN).
- The project leader has developed a Control plan to inspect and monitor process performance in detail, but this does not include any measures for safety.
- Should this Control plan be implemented?
- a. No, because new processes should NOT have potential failures
 - b. No, because this plan should contain actions to prevent or detect all potential failures
 - c. Yes, because the project leader is better informed than the customer
 - d. Yes, because safety is NOT a critical to quality requirement
- 7 Which activity will increase the ongoing overall costs of production?
- a. Centring the process mean
 - b. Reducing process variation
 - c. Preventing delivery of defective products
 - d. Identifying the root cause of errors

- 8 A taxi company positions itself with low rates. The taxis are simple and functional. Investments have been made in a sophisticated route planning system, so that taxis always drive the most efficient route and be on time. Which Treacy & Wiersema strategy does this company follow?
- Customer Intimacy
 - Operational Excellence
 - Center of Performance
 - Product Leadership
- 9 According to the KANO model, which performance feature of a product or service is **MOST** likely to satisfy a customer's expectations?
- Compliance to industry standards
 - Financial performance of production process
 - Delightfully friendly sales assistant
 - Reliability and robustness of the components
- 10 Which role is responsible for approving completed projects?
- Lean Facilitator
 - Master Black Belt
 - Coach
 - Champion

Thank you for taking this exam.

Correction model

1. C

1 pt.

2. D

1 pt.

3. C

1 pt.

4. D

1 pt.

5. B

1 pt.

6. B

1 pt.

7. C

1 pt.

8. B

1 pt.

9. D

1 pt.

10. D

1 pt.