

QUESTIONS:

1. **Fill in the blank: A _____ is a comprehensive living document which describes the actions required at each step in your process to control and monitor a process and product.**
 - Control Plan
 - Work Instruction
 - Fault Tree Analysis
 - Check Sheet

2. **Your control plan has identified a non-conformance, and your team is working through the reaction strategy as defined in the reaction plan. You're currently reworking affected material. Which phase of the reaction plan are you in?**
 - Containment
 - Diagnosis
 - Verification
 - Disposition

3. **Fill in the blank: _____ is commonly defined as the worst tolerable process average that is still considered acceptable.**
 - AQL
 - LTPD
 - AOQ
 - AOQL

4. **Fill in the blank: In acceptance sampling, _____ is commonly defined as the poorest quality that can be tolerated.**
 - AQL
 - LTPD
 - AOQ
 - AOQL

5. **A bicycle manufacturer is investigating a reported complaint that, upon removal from the box, the paint on the bike appears scratched, how would the company classify this possible non-conformance:**
- Critical
 - Serious
 - Major
 - Minor
6. **You work for a bicycle manufacturer, and you're performing final assembly. A team member goes to get a sub-assembly for the final assembly and notices that the "Inspected" stamp is not present for the sub-assembly parts. This inspected stamp is an example of which aspect of material control:**
- Material Identification
 - Material Status
 - Material Traceability
 - Material Classification
7. **You're executing a sampling plan in accordance with ANSI/ASQ Z1.4. The AQL associated with your sampling plan is associated with what probability of acceptance?**
- 5%
 - 90%
 - 95%
 - 99%
8. **Within Acceptance Sampling, Producers Risk is:**
- The Risk that an order will get cancelled after shipment but prior to receipt by the customer
 - The Risk that you will Over-Produce the full Lot Quantity in order to account for the samples consumed during Acceptance Sampling Testing.
 - The risk that your customer will reject a lot based on sampling data, when the overall quality level of the lot actually meets the Acceptable Quality Level
 - The risk that your customer will accept a lot based on sampling data, when the overall quality level of the lot actually does not meet the Acceptable Quality Level

9. Fill in the blank: The Kaizen tool of _____ is used to represent the current state of a process.

- SMED
- 5S
- Kanban
- Standard Work

10. Fill in the blank: A _____ is a focused and intense improvement effort where a team of subject matter experts and process stakeholders are chartered to solve a large problem or make a breakthrough improvement in a short period of time.

- Six Sigma Improvement Team
- Kaizen Blitz
- PDCA Cycle
- Lean Project Team

11. Fill in the blank: A _____ is any resource whose capacity is equal to or less than the demand placed on it.

- Constraint
- Value Stream Map
- Kanban
- Kaizen Blitz

SOLUTIONS:

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 - Work Instruction
 - Fault Tree Analysis
 - Check Sheet

2. **Your control plan has identified a non-conformance, and your team is working through the reaction strategy as defined in the reaction plan. You're currently reworking affected material. Which phase of the reaction plan are you in?**
 - Containment
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 - **Disposition**

3. **Fill in the blank: _____ is commonly defined as the worst tolerable process average that is still considered acceptable.**
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 - **LTPD**
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5. **A bicycle manufacturer is investigating a reported complaint that, upon removal from the box, the paint on the bike appears scratched, how would the company classify this possible non-conformance:**
 - Critical
 - Serious
 - Major
 - **Minor**

6. You work for a bicycle manufacturer, and you're performing final assembly. A team member goes to get a sub-assembly for the final assembly and notices that the "Inspected" stamp is not present for the sub-assembly parts. This inspected stamp is an example of which aspect of material control:

- Material Identification
- **Material Status**
- Material Traceability
- Material Classification

7. You're executing a normal, general level II sampling plan in accordance with ANSI/ASQ Z1.4. The AQL associated with your sampling plan is associated with what probability of acceptance?

- 5%
- 90%
- **95%**
- 99%

The producer's risk (α) associated with the AQL's within ANSI/ASQ Z1.4 for general level II inspection always correlate with a probability of 95%.

8. Within Acceptance Sampling, Producers Risk is:

- The Risk that an order will get cancelled after shipment but prior to receipt by the customer
- The Risk that you will Over-Product the full Lot Quantity in order to account for the samples consumed during Acceptance Sampling Testing.
- **The risk that your customer will reject a lot based on sampling data, when the overall quality level of the lot actually meets the Acceptable Quality Level**
- The risk that your customer will accept a lot based on sampling data, when the overall quality level of the lot actually does not meet the Acceptable Quality Level

		Acceptance Sampling Results	
		Accept	Reject
Actual Quality of Incoming Product	Good	✓	✗
	Bad	✗	✓

Accepting The Good

Accepting The Bad
Consumers Risk, β

Rejecting The Good
Producers Risk, α

Rejecting The Bad

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- **Standard Work**

10. Fill in the blank: A _____ is a focused and intense improvement effort where a team of subject matter experts and process stakeholders are chartered to solve a large problem or make a breakthrough improvement in a short period of time.

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11. Which Continuous Improvement methodology enjoyed mainstream popularity in the 1970's and 1980's and laid the foundation for today's most popular improvement methodology?

- **Total Quality Management**
- Kaizen
- PDCA
- Six Sigma