

EXAM 20: CERTIFIED SIX SIGMA GREEN BELT

PRACTICE EXAM (100 QUESTIONS)

This 100-question practice exam follows the ASQ CSSGB body-of-knowledge domain allocation. Select the single best answer for each question. Use it as a timed practice set: ASQ's current computer-delivered CSSGB exam allows 4 hours and 18 minutes of exam time for 110 questions, of which 100 are scored.

1. Which organizational metric most directly reflects how customers perceive delivered value?

- A. Inventory turnover
- B. Labor utilization
- C. Customer satisfaction
- D. Equipment uptime

2. A project goal to reduce invoice defects from 4% to 1% by December is best described as:

- A. informal
- B. SMART
- C. adaptive
- D. aspirational

3. In Lean, takt time is the rate needed to:

- A. meet customer demand
- B. schedule maintenance
- C. maximize batch size
- D. balance annual budget

4. The theory of constraints directs improvement attention first to the process:

- A. handoff
- B. supplier
- C. inspection
- D. constraint

5. Which activity is most clearly non-value-added from the customer perspective?

- A. Re-entering data
- B. Assembling product
- C. Testing a prototype
- D. Confirming requirements

6. A spaghetti diagram is primarily used to visualize:

- A. team roles
- B. control limits
- C. physical movement
- D. defect categories

7. DMADV is most appropriate when a team must:

- A. rank defect causes
- B. design a new process
- C. stabilize a mature process
- D. calculate a control limit

8. In an FMEA, the risk priority number is calculated by multiplying severity, occurrence, and:

- A. capability
- B. yield
- C. tolerance
- D. detection

9. A process FMEA focuses primarily on potential failures in:

- A. customer segments
- B. financial reports
- C. supplier contracts
- D. manufacturing steps

10. A value-stream map is most useful for identifying:

- A. product branding
- B. annual revenue
- C. waste across flow
- D. individual performance

11. A Green Belt normally works under the direction of a:

- A. Black Belt
- B. customer advocate
- C. process auditor
- D. product designer

12. The principal purpose of a project charter is to:

- A. replace the control plan
- B. authorize and align work
- C. calculate capability

D. schedule production

13. In SIPOC, the final letter represents the:

- A. customer
- B. constraint
- C. cost
- D. control

14. A project scope statement should explicitly define what is:

- A. financially approved
- B. statistically normal
- C. already solved
- D. included and excluded

15. The Voice of the Customer is best captured by:

- A. operator opinions
- B. structured customer feedback
- C. internal cost reports
- D. equipment manuals

16. A CTQ tree translates broad customer needs into:

- A. department budgets
- B. training records
- C. measurable requirements
- D. audit schedules

17. The Kano model classifies requirements partly by their effect on:

- A. process cycle time
- B. supplier capability
- C. customer satisfaction
- D. measurement bias

18. Benchmarking against a direct rival is:

- A. functional deployment
- B. process mapping
- C. internal benchmarking
- D. competitive benchmarking

19. The person accountable for sustaining a changed process is usually the:

- A. facilitator
- B. process owner
- C. project sponsor
- D. data collector

20. A consequential metric is monitored to detect:

- A. unintended harm
- B. customer segments
- C. sampling bias
- D. scope creep

21. A work breakdown structure decomposes the project into:

- A. manageable deliverables
- B. control-chart zones
- C. customer personas
- D. measurement scales

22. The critical path consists of activities with:

- A. largest team
- B. fewest risks
- C. highest cost
- D. zero schedule slack

23. A RACI matrix clarifies who is responsible, accountable, consulted, and:

- A. incentivized
- B. informed
- C. inspected
- D. integrated

24. During storming, a team is most likely experiencing:

- A. routine execution
- B. formal closure
- C. conflict over roles
- D. complete consensus

25. Nominal group technique is especially useful when a team needs:

- A. automatic data capture
- B. balanced idea generation
- C. equipment calibration

D. financial approval

26. Multivoting helps a team narrow a long list of:

- A. control limits
- B. process owners
- C. measurement systems
- D. possible priorities

27. An affinity diagram is used to organize ideas into:

- A. financial accounts
- B. time sequences
- C. natural groupings
- D. control zones

28. A Pareto chart is based on the idea that a small number of causes may account for:

- A. most effects
- B. all variation
- C. random sampling
- D. normality

29. A PDPC is used to anticipate what might go wrong and plan:

- A. contingencies
- B. sample sizes
- C. regression lines
- D. specification limits

30. The cost of poor quality includes costs of:

- A. new equipment
- B. routine payroll
- C. planned training
- D. scrap and rework

31. A process map is most useful early in DMAIC for defining:

- A. customer loyalty
- B. p-value thresholds
- C. workflow and boundaries
- D. final control limits

32. A check sheet is designed primarily to:

- A. display regression
- B. collect data consistently
- C. assign responsibility
- D. calculate sigma

33. Attribute data are counts or classifications, whereas variable data are:

- A. customer opinions
- B. measured values
- C. financial measures
- D. project risks

34. A nominal scale labels categories with no inherent:

- A. sample
- B. frequency
- C. units
- D. order

35. A ratio scale has equal intervals and a meaningful:

- A. rank
- B. median
- C. zero
- D. mode

36. Stratified sampling ensures representation from defined:

- A. subgroups
- B. time periods
- C. defect modes
- D. control limits

37. Random sampling gives each population member a known chance of:

- A. selection
- B. rework
- C. inspection
- D. escalation

38. The median is most resistant to the influence of:

- A. category labels
- B. outliers
- C. process maps

D. sample size

39. Standard deviation describes the typical spread of observations around the:

- A. sample plan
- B. specification
- C. mean
- D. median rank

40. A histogram is most appropriate for displaying the distribution of:

- A. team roles
- B. project tasks
- C. customer quotes
- D. continuous measurements

41. A box plot visibly summarizes the median, quartiles, and potential:

- A. outliers
- B. root causes
- C. time limits
- D. team stages

42. The central limit theorem concerns the distribution of:

- A. process maps
- B. customer needs
- C. individual defects
- D. sample means

43. Two events are independent when the occurrence of one does not change the:

- A. control plan
- B. sample mean
- C. probability of the other
- D. process owner

44. A binomial distribution models the number of successes in fixed trials with:

- A. continuous data
- B. two outcomes
- C. changing sample sizes
- D. ranked categories

45. A Poisson distribution is commonly used for counts of events per:

- A. measurement system
- B. project charter
- C. specification limit
- D. unit of exposure

46. Gauge repeatability refers to variation when the same appraiser measures the same part with the same:

- A. supplier
- B. instrument
- C. customer
- D. specification

47. Gauge reproducibility refers to variation attributable to different:

- A. appraisers
- B. customer groups
- C. part numbers
- D. control limits

48. Measurement bias is the difference between observed average and a:

- A. process average
- B. specification width
- C. reference value
- D. customer target

49. Before interpreting Cp or Cpk, a team should verify the process is:

- A. expensive
- B. stable
- C. automated
- D. customer-facing

50. Specification limits are set by customer or design requirements, while control limits come from:

- A. audit findings
- B. team consensus
- C. process data
- D. contract clauses

51. Cp compares specification width with process spread, while Cpk also considers:

- A. process centering

- B. project scope
- C. sample cost
- D. defect labels

52. Pp and Ppk commonly describe long-term performance using:

- A. only subgroup variation
- B. customer surveys
- C. team scores
- D. overall variation

53. A capability index below 1 generally indicates the process spread is:

- A. narrower than specifications
- B. wider than specifications
- C. exactly centered
- D. free of defects

54. A multi-vari study helps distinguish positional, cyclical, and:

- A. temporal variation
- B. customer variation
- C. supplier variation
- D. financial variation

55. Correlation by itself does not establish:

- A. covariance
- B. association
- C. causation
- D. scatter

56. In simple linear regression, the slope estimates the expected change in Y for a one-unit change in:

- A. the residual
- B. the p-value
- C. the intercept
- D. X

57. A p-value is the probability of observing results at least as extreme as those found, assuming the:

- A. null hypothesis is true
- B. alternative is true
- C. process is capable
- D. data are normal

58. A Type I error occurs when a team:

- A. uses a small sample
- B. rejects a true null
- C. finds a large p-value
- D. accepts a false null

59. A Type II error occurs when a team:

- A. increases power
- B. rejects a true null
- C. changes alpha
- D. fails to reject a false null

60. Statistical power is the probability of correctly:

- A. accepting a true null
- B. estimating a mean
- C. rejecting a false null
- D. drawing a histogram

61. A two-sample t test is commonly used to compare:

- A. two defect proportions
- B. two population means
- C. two process maps
- D. two ranked lists

62. A chi-square test is commonly used with:

- A. continuous means
- B. time-series residuals
- C. paired measurements
- D. categorical counts

63. ANOVA is used to test whether differences exist among:

- A. three or more means
- B. one control limit
- C. two proportions
- D. one median

64. A confidence interval provides a range of plausible values for a population:

- A. defect label

- B. project charter
- C. parameter
- D. control rule

65. A residual is the difference between an observed response and its:

- A. predicted value
- B. specification limit
- C. sample size
- D. control plan

66. A cause-and-effect diagram organizes potential causes around a stated:

- A. specification
- B. effect
- C. control limit
- D. sample

67. The 5 Whys technique is intended to move from a symptom toward a:

- A. control chart
- B. customer segment
- C. root cause
- D. process map

68. A scatter plot is most useful for exploring the relationship between:

- A. two team roles
- B. two defect labels
- C. two project phases
- D. two quantitative variables

69. A run chart plots data in time order but does not include calculated:

- A. specification limits
- B. customer needs
- C. sample plans
- D. control limits

70. A common-cause system is best improved by changing the:

- A. latest data point
- B. underlying process
- C. inspection frequency
- D. individual operator

71. Special-cause variation signals that an unusual influence may be:

- A. random
- B. desirable
- C. present
- D. permanent

72. For continuous data collected in rational subgroups, an X-bar and R chart monitors:

- A. mean and range
- B. count and proportion
- C. median and mode
- D. defects and units

73. A p chart is used to monitor the proportion of:

- A. defects per unit
- B. continuous values
- C. sample means
- D. nonconforming units

74. A c chart is used to monitor counts of defects when the opportunity area is:

- A. unknown
- B. continuous
- C. constant
- D. changing

75. A u chart is preferred over a c chart when the inspection opportunity varies by:

- A. customer
- B. unit
- C. operator
- D. specification

76. A point beyond a control limit is evidence of:

- A. special cause
- B. common cause
- C. capability
- D. normality

77. A project team uses a designed experiment primarily to identify:

- A. customer demographics

- B. causal factor effects
- C. control-chart limits
- D. team roles

78. In a factorial experiment, an interaction occurs when the effect of one factor depends on:

- A. the project charter
- B. the control plan
- C. another factor
- D. the sample mean

79. Randomization in an experiment helps protect against:

- A. project scope
- B. customer complaints
- C. measurement units
- D. lurking time-related effects

80. Replication in an experiment improves the estimate of:

- A. experimental error
- B. customer value
- C. process ownership
- D. project risk

81. Blocking groups similar experimental units to reduce nuisance:

- A. cost
- B. scope
- C. variation
- D. training

82. A pilot is conducted before full implementation mainly to:

- A. test the proposed change
- B. calculate C_p
- C. replace the sponsor
- D. finalize the charter

83. Kaizen refers to:

- A. statistical sampling
- B. large capital redesign
- C. final project closure
- D. continuous incremental improvement

84. Poka-yoke is a method for:

- A. ranking causes
- B. preventing mistakes
- C. measuring capability
- D. estimating demand

85. A solution selection matrix compares alternatives against weighted:

- A. criteria
- B. control limits
- C. subgroups
- D. hypotheses

86. The primary purpose of a pilot control plan is to specify:

- A. how samples were selected
- B. how the change will be monitored
- C. how data were graphed
- D. how the charter was approved

87. A cost-benefit analysis compares expected improvement value with:

- A. sample mean
- B. control limits
- C. operator skill
- D. implementation cost

88. FMEA action priority is most useful for deciding which failure risks need:

- A. more subgroups
- B. fewer customers
- C. attention first
- D. new control limits

89. A standard operating procedure should be updated when a new method becomes the:

- A. approved standard
- B. pilot condition
- C. root cause
- D. sampling frame

90. In change management, early stakeholder involvement most directly improves:

- A. measurement bias

- B. process spread
- C. randomization
- D. adoption

91. A control plan identifies what to measure, how often, and what action to take when performance is:

- A. fully documented
- B. out of control
- C. above target
- D. financially approved

92. The purpose of response plans in the Control phase is to define actions when a monitored metric:

- A. has a title
- B. meets target
- C. signals a problem
- D. uses a sample

93. Visual workplace controls are intended to make normal and abnormal conditions:

- A. statistically identical
- B. immediately apparent
- C. financially equivalent
- D. customer-specific

94. A balanced scorecard typically combines financial, customer, process, and:

- A. learning measures
- B. sampling plans
- C. FMEA ratings
- D. defect labels

95. A control chart should not be used to judge conformance to specifications because it assesses:

- A. design intent
- B. customer satisfaction
- C. project benefits
- D. process stability

96. After a successful project, lessons learned should be:

- A. kept informal
- B. deleted after closure
- C. captured and shared
- D. limited to sponsors

97. The best evidence that an improvement is sustained is stable performance on:

- A. ongoing monitoring
- B. one final sample
- C. a project charter
- D. a brainstorming list

98. A process owner should receive training on the revised process before:

- A. project selection
- B. benchmarking
- C. hypothesis testing
- D. handoff

99. Document control is important because it ensures users follow the current:

- A. customer survey
- B. sample distribution
- C. approved procedure
- D. control limit

100. A project is formally closed after results are reviewed, ownership is transferred, and:

- A. new defects are created
- B. documentation is completed
- C. control limits widen
- D. the sponsor changes

Exam 20: Answer Key and Explanations

1. C — The correct choice is Customer satisfaction. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

2. B — The correct choice is SMART. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

3. A — The correct choice is meet customer demand. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

4. D — The correct choice is constraint. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

5. A — The correct choice is Re-entering data. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or

management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

6. C — The correct choice is physical movement. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

7. B — The correct choice is design a new process. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

8. D — The correct choice is detection. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

9. D — The correct choice is manufacturing steps. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

10. C — The correct choice is waste across flow. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

11. A — The correct choice is Black Belt. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

12. B — The correct choice is authorize and align work. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

13. A — The correct choice is customer. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

14. D — The correct choice is included and excluded. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data

type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

15. B — The correct choice is structured customer feedback. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

16. C — The correct choice is measurable requirements. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

17. C — The correct choice is customer satisfaction. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

18. D — The correct choice is competitive benchmarking. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

19. B — The correct choice is process owner. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

20. A — The correct choice is unintended harm. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

21. A — The correct choice is manageable deliverables. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

22. D — The correct choice is zero schedule slack. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

23. B — The correct choice is informed. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or

management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

24. C — The correct choice is conflict over roles. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

25. B — The correct choice is balanced idea generation. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

26. D — The correct choice is possible priorities. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

27. C — The correct choice is natural groupings. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

28. A — The correct choice is most effects. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

29. A — The correct choice is contingencies. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

30. D — The correct choice is scrap and rework. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

31. C — The correct choice is workflow and boundaries. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

32. B — The correct choice is collect data consistently. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data

type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

33. B — The correct choice is measured values. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

34. D — The correct choice is order. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

35. C — The correct choice is zero. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

36. A — The correct choice is subgroups. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

37. A — The correct choice is selection. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

38. B — The correct choice is outliers. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

39. C — The correct choice is mean. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

40. D — The correct choice is continuous measurements. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

41. A — The correct choice is outliers. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or

management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

42. D — The correct choice is sample means. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

43. C — The correct choice is probability of the other. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

44. B — The correct choice is two outcomes. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

45. D — The correct choice is unit of exposure. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

46. B — The correct choice is instrument. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

47. A — The correct choice is appraisers. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

48. C — The correct choice is reference value. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

49. B — The correct choice is stable. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

50. C — The correct choice is process data. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or

management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

51. A — The correct choice is process centering. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

52. D — The correct choice is overall variation. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

53. B — The correct choice is wider than specifications. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

54. A — The correct choice is temporal variation. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

55. C — The correct choice is causation. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

56. D — The correct choice is X. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

57. A — The correct choice is null hypothesis is true. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

58. B — The correct choice is rejects a true null. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

59. D — The correct choice is fails to reject a false null. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data

type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

60. C — The correct choice is rejecting a false null. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

61. B — The correct choice is two population means. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

62. D — The correct choice is categorical counts. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

63. A — The correct choice is three or more means. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

64. C — The correct choice is parameter. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

65. A — The correct choice is predicted value. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

66. B — The correct choice is effect. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

67. C — The correct choice is root cause. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

68. D — The correct choice is two quantitative variables. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data

type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

69. D — The correct choice is control limits. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

70. B — The correct choice is underlying process. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

71. C — The correct choice is present. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

72. A — The correct choice is mean and range. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

73. D — The correct choice is nonconforming units. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

74. C — The correct choice is constant. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

75. B — The correct choice is unit. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

76. A — The correct choice is special cause. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

77. B — The correct choice is causal factor effects. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data

type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

78. C — The correct choice is another factor. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

79. D — The correct choice is lurking time-related effects. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

80. A — The correct choice is experimental error. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

81. C — The correct choice is variation. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

82. A — The correct choice is test the proposed change. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

83. D — The correct choice is continuous incremental improvement. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

84. B — The correct choice is preventing mistakes. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

85. A — The correct choice is criteria. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

86. B — The correct choice is how the change will be monitored. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity,

data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

87. D — The correct choice is implementation cost. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

88. C — The correct choice is attention first. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

89. A — The correct choice is approved standard. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

90. D — The correct choice is adoption. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

91. B — The correct choice is out of control. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

92. C — The correct choice is signals a problem. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

93. B — The correct choice is immediately apparent. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

94. A — The correct choice is learning measures. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

95. D — The correct choice is process stability. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or

management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

96. C — The correct choice is captured and shared. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

97. A — The correct choice is ongoing monitoring. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

98. D — The correct choice is handoff. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

99. C — The correct choice is approved procedure. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

100. B — The correct choice is documentation is completed. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.