

EXAM 21: 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. During a service-process improvement project, which organizational metric most directly reflects how customers perceive delivered value?

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

2. While reviewing a manufacturing process, a project goal to reduce invoice defects from 4% to 1% by December is best described as:

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

3. For a healthcare scheduling team, in Lean, takt time is the rate needed to:

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

4. In a logistics improvement effort, the theory of constraints directs improvement attention first to the process:

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

5. When a cross-functional Green Belt team is working, which activity is most clearly non-value-added from the customer perspective?

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

6. During a service-process improvement project, a spaghetti diagram is primarily used to visualize:

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

7. While reviewing a manufacturing process, dMADV is most appropriate when a team must:

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

8. For a healthcare scheduling team, in an FMEA, the risk priority number is calculated by multiplying severity, occurrence, and:

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

9. In a logistics improvement effort, a process FMEA focuses primarily on potential failures in:

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

10. When a cross-functional Green Belt team is working, a value-stream map is most useful for identifying:

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

11. During a service-process improvement project, a Green Belt normally works under the direction of a:

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

12. While reviewing a manufacturing process, the principal purpose of a project charter is to:

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

13. For a healthcare scheduling team, in SIPOC, the final letter represents the:

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

14. In a logistics improvement effort, a project scope statement should explicitly define what is:

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

15. When a cross-functional Green Belt team is working, the Voice of the Customer is best captured by:

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

16. During a service-process improvement project, a CTQ tree translates broad customer needs into:

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

17. While reviewing a manufacturing process, the Kano model classifies requirements partly by their effect on:

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

18. For a healthcare scheduling team, benchmarking against a direct rival is:

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

19. In a logistics improvement effort, the person accountable for sustaining a changed process is usually the:

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

20. When a cross-functional Green Belt team is working, a consequential metric is monitored to detect:

- A. scope creep

- B. customer segments
- C. sampling bias
- D. unintended harm

21. During a service-process improvement project, a work breakdown structure decomposes the project into:

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

22. While reviewing a manufacturing process, the critical path consists of activities with:

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

23. For a healthcare scheduling team, a RACI matrix clarifies who is responsible, accountable, consulted, and:

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

24. In a logistics improvement effort, during storming, a team is most likely experiencing:

- A. routine execution
- B. conflict over roles

- C. formal closure
- D. complete consensus

25. When a cross-functional Green Belt team is working, nominal group technique is especially useful when a team needs:

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

26. During a service-process improvement project, multivoting helps a team narrow a long list of:

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

27. While reviewing a manufacturing process, an affinity diagram is used to organize ideas into:

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

28. For a healthcare scheduling team, a Pareto chart is based on the idea that a small number of causes may account for:

- A. random sampling
- B. normality
- C. all variation

D. most effects

29. In a logistics improvement effort, a PDPC is used to anticipate what might go wrong and plan:

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

30. When a cross-functional Green Belt team is working, the cost of poor quality includes costs of:

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

31. During a service-process improvement project, a process map is most useful early in DMAIC for defining:

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

32. While reviewing a manufacturing process, a check sheet is designed primarily to:

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

33. For a healthcare scheduling team, attribute data are counts or classifications, whereas variable data are:

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

34. In a logistics improvement effort, a nominal scale labels categories with no inherent:

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

35. When a cross-functional Green Belt team is working, a ratio scale has equal intervals and a meaningful:

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

36. During a service-process improvement project, stratified sampling ensures representation from defined:

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

37. While reviewing a manufacturing process, random sampling gives each population member a known chance of:

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

38. For a healthcare scheduling team, the median is most resistant to the influence of:

- A. process maps
- B. sample size
- C. category labels
- D. outliers

39. In a logistics improvement effort, standard deviation describes the typical spread of observations around the:

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

40. When a cross-functional Green Belt team is working, a histogram is most appropriate for displaying the distribution of:

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

41. During a service-process improvement project, a box plot visibly summarizes the median, quartiles, and potential:

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

42. While reviewing a manufacturing process, the central limit theorem concerns the distribution of:

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

43. For a healthcare scheduling team, two events are independent when the occurrence of one does not change the:

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

44. In a logistics improvement effort, a binomial distribution models the number of successes in fixed trials with:

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

45. When a cross-functional Green Belt team is working, a Poisson distribution is commonly used for counts of events per:

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

46. During a service-process improvement project, gauge repeatability refers to variation when the same appraiser measures the same part with the same:

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

47. While reviewing a manufacturing process, gauge reproducibility refers to variation attributable to different:

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

48. For a healthcare scheduling team, measurement bias is the difference between observed average and a:

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

49. In a logistics improvement effort, before interpreting C_p or C_{pk} , a team should verify the process is:

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

50. When a cross-functional Green Belt team is working, specification limits are set by customer or design requirements, while control limits come from:

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

51. During a service-process improvement project, cp compares specification width with process spread, while C_{pk} also considers:

- A. sample cost
- B. process centering
- C. defect labels
- D. project scope

52. While reviewing a manufacturing process, pp and P_{pk} commonly describe long-term performance using:

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

53. For a healthcare scheduling team, a capability index below 1 generally indicates the process spread is:

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

54. In a logistics improvement effort, a multi-vari study helps distinguish positional, cyclical, and:

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

55. When a cross-functional Green Belt team is working, correlation by itself does not establish:

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

56. During a service-process improvement project, in simple linear regression, the slope estimates the expected change in Y for a one-unit change in:

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

57. While reviewing a manufacturing process, a p-value is the probability of observing results at least as extreme as those found, assuming the:

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

58. For a healthcare scheduling team, 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. In a logistics improvement effort, a Type II error occurs when a team:

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

60. When a cross-functional Green Belt team is working, statistical power is the probability of correctly:

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

61. During a service-process improvement project, a two-sample t test is commonly used to compare:

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

62. While reviewing a manufacturing process, a chi-square test is commonly used with:

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

63. For a healthcare scheduling team, aNOVA is used to test whether differences exist among:

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

64. In a logistics improvement effort, a confidence interval provides a range of plausible values for a population:

- A. project charter
- B. parameter
- C. control rule
- D. defect label

65. When a cross-functional Green Belt team is working, a residual is the difference between an observed response and its:

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

66. During a service-process improvement project, a cause-and-effect diagram organizes potential causes around a stated:

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

67. While reviewing a manufacturing process, the 5 Whys technique is intended to move from a symptom toward a:

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

68. For a healthcare scheduling team, a scatter plot is most useful for exploring the relationship between:

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

69. In a logistics improvement effort, a run chart plots data in time order but does not include calculated:

- A. specification limits

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

70. When a cross-functional Green Belt team is working, a common-cause system is best improved by changing the:

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

71. During a service-process improvement project, special-cause variation signals that an unusual influence may be:

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

72. While reviewing a manufacturing process, 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. For a healthcare scheduling team, a p chart is used to monitor the proportion of:

- A. nonconforming units

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

74. In a logistics improvement effort, a c chart is used to monitor counts of defects when the opportunity area is:

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

75. When a cross-functional Green Belt team is working, a u chart is preferred over a c chart when the inspection opportunity varies by:

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

76. During a service-process improvement project, a point beyond a control limit is evidence of:

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

77. While reviewing a manufacturing process, a project team uses a designed experiment primarily to identify:

- A. team roles

- B. causal factor effects
- C. customer demographics
- D. control-chart limits

78. For a healthcare scheduling team, in a factorial experiment, an interaction occurs when the effect of one factor depends on:

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

79. In a logistics improvement effort, randomization in an experiment helps protect against:

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

80. When a cross-functional Green Belt team is working, replication in an experiment improves the estimate of:

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

81. During a service-process improvement project, blocking groups similar experimental units to reduce nuisance:

- A. cost

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

82. While reviewing a manufacturing process, a pilot is conducted before full implementation mainly to:

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

83. For a healthcare scheduling team, kaizen refers to:

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

84. In a logistics improvement effort, poka-yoke is a method for:

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

85. When a cross-functional Green Belt team is working, a solution selection matrix compares alternatives against weighted:

- A. subgroups
- B. criteria
- C. hypotheses

D. control limits

86. During a service-process improvement project, the primary purpose of a pilot control plan is to specify:

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

87. While reviewing a manufacturing process, a cost-benefit analysis compares expected improvement value with:

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

88. For a healthcare scheduling team, fMEA action priority is most useful for deciding which failure risks need:

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

89. In a logistics improvement effort, a standard operating procedure should be updated when a new method becomes the:

- A. sampling frame
- B. approved standard

- C. pilot condition
- D. root cause

90. When a cross-functional Green Belt team is working, in change management, early stakeholder involvement most directly improves:

- A. randomization
- B. measurement bias
- C. adoption
- D. process spread

91. During a service-process improvement project, a control plan identifies what to measure, how often, and what action to take when performance is:

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

92. While reviewing a manufacturing process, the purpose of response plans in the Control phase is to define actions when a monitored metric:

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

93. For a healthcare scheduling team, visual workplace controls are intended to make normal and abnormal conditions:

- A. statistically identical

- B. financially equivalent
- C. customer-specific
- D. immediately apparent

94. In a logistics improvement effort, a balanced scorecard typically combines financial, customer, process, and:

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

95. When a cross-functional Green Belt team is working, a control chart should not be used to judge conformance to specifications because it assesses:

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

96. During a service-process improvement project, after a successful project, lessons learned should be:

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

97. While reviewing a manufacturing process, the best evidence that an improvement is sustained is stable performance on:

- A. a project charter

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

98. For a healthcare scheduling team, a process owner should receive training on the revised process before:

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

99. In a logistics improvement effort, document control is important because it ensures users follow the current:

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

100. When a cross-functional Green Belt team is working, a project is formally closed after results are reviewed, ownership is transferred, and:

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

Exam 21: Answer Key and Explanations

1. **C** — The correct choice is Customer satisfaction. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
2. **A** — The correct choice is SMART. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
3. **D** — The correct choice is meet customer demand. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
4. **B** — The correct choice is constraint. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
5. **A** — The correct choice is Re-entering data. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
6. **D** — The correct choice is physical movement. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
7. **B** — The correct choice is design a new process. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
8. **C** — The correct choice is detection. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
9. **C** — The correct choice is manufacturing steps. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

10. D — The correct choice is waste across flow. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

11. B — The correct choice is Black Belt. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

12. A — The correct choice is authorize and align work. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

13. A — The correct choice is customer. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

14. D — The correct choice is included and excluded. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

15. C — The correct choice is structured customer feedback. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

16. B — The correct choice is measurable requirements. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

17. C — The correct choice is customer satisfaction. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

18. A — The correct choice is competitive benchmarking. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

19. B — The correct choice is process owner. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

20. D — The correct choice is unintended harm. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

21. A — The correct choice is manageable deliverables. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

22. D — The correct choice is zero schedule slack. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

23. C — The correct choice is informed. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

24. B — The correct choice is conflict over roles. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

25. B — The correct choice is balanced idea generation. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

26. A — The correct choice is possible priorities. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

27. C — The correct choice is natural groupings. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

28. D — The correct choice is most effects. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

29. A — The correct choice is contingencies. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

30. D — The correct choice is scrap and rework. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

31. B — The correct choice is workflow and boundaries. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

32. C — The correct choice is collect data consistently. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

33. B — The correct choice is measured values. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

34. D — The correct choice is order. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

35. C — The correct choice is zero. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

36. A — The correct choice is subgroups. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

- 37. A** — The correct choice is selection. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 38. D** — The correct choice is outliers. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 39. C** — The correct choice is mean. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 40. B** — The correct choice is continuous measurements. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 41. B** — The correct choice is outliers. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 42. A** — The correct choice is sample means. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 43. C** — The correct choice is probability of the other. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 44. D** — The correct choice is two outcomes. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 45. A** — The correct choice is unit of exposure. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

46. C — The correct choice is instrument. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

47. D — The correct choice is appraisers. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

48. B — The correct choice is reference value. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

49. C — The correct choice is stable. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

50. A — The correct choice is process data. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

51. B — The correct choice is process centering. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

52. D — The correct choice is overall variation. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

53. C — The correct choice is wider than specifications. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

54. A — The correct choice is temporal variation. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

55. D — The correct choice is causation. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

56. B — The correct choice is X. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

57. C — The correct choice is null hypothesis is true. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

58. B — The correct choice is rejects a true null. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

59. A — The correct choice is fails to reject a false null. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

60. D — The correct choice is rejecting a false null. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

61. C — The correct choice is two population means. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

62. D — The correct choice is categorical counts. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

63. A — The correct choice is three or more means. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

64. B — The correct choice is parameter. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

65. D — The correct choice is predicted value. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

66. A — The correct choice is effect. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

67. B — The correct choice is root cause. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

68. C — The correct choice is two quantitative variables. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

69. B — The correct choice is control limits. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

70. C — The correct choice is underlying process. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

71. D — The correct choice is present. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

72. A — The correct choice is mean and range. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

73. A — The correct choice is nonconforming units. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

74. D — The correct choice is constant. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

75. B — The correct choice is unit. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

76. C — The correct choice is special cause. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

77. B — The correct choice is causal factor effects. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

78. A — The correct choice is another factor. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

79. D — The correct choice is lurking time-related effects. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

80. C — The correct choice is experimental error. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

81. B — The correct choice is variation. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

82. D — The correct choice is test the proposed change. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

83. C — The correct choice is continuous incremental improvement. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

84. A — The correct choice is preventing mistakes. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

85. B — The correct choice is criteria. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

86. C — The correct choice is how the change will be monitored. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

87. D — The correct choice is implementation cost. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

88. A — The correct choice is attention first. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

89. B — The correct choice is approved standard. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

90. C — The correct choice is adoption. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

- 91. A** — The correct choice is out of control. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 92. D** — The correct choice is signals a problem. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 93. D** — The correct choice is immediately apparent. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 94. A** — The correct choice is learning measures. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 95. B** — The correct choice is process stability. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 96. C** — The correct choice is captured and shared. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 97. D** — The correct choice is ongoing monitoring. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 98. B** — The correct choice is handoff. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.
- 99. A** — The correct choice is approved procedure. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.

100. C — The correct choice is documentation is completed. It fits the stated improvement decision. The distractors are related quality terms, but they serve another DMAIC phase, data purpose, or management activity. Match the operational need to the tool definition, then choose the option that supports a disciplined, evidence-based response instead of simply choosing a familiar phrase.