

EXAM 22: 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. At a regional distribution center, which organizational metric most directly reflects how customers perceive delivered value?

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

2. For a digital billing process, a project goal to reduce invoice defects from 4% to 1% by December is best described as:

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

3. In a retail operations project, 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. At a medical-device assembly line, the theory of constraints directs improvement attention first to the process:

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

5. For a customer-support workflow, which activity is most clearly non-value-added from the customer perspective?

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

6. At a regional distribution center, a spaghetti diagram is primarily used to visualize:

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

7. For a digital billing process, dMADV is most appropriate when a team must:

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

8. In a retail operations project, in an FMEA, the risk priority number is calculated by multiplying severity, occurrence, and:

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

9. At a medical-device assembly line, a process FMEA focuses primarily on potential failures in:

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

10. For a customer-support workflow, a value-stream map is most useful for identifying:

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

11. At a regional distribution center, a Green Belt normally works under the direction of a:

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

12. For a digital billing process, 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 a retail operations project, in SIPOC, the final letter represents the:

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

14. At a medical-device assembly line, a project scope statement should explicitly define what is:

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

15. For a customer-support workflow, the Voice of the Customer is best captured by:

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

16. At a regional distribution center, a CTQ tree translates broad customer needs into:

- A. training records

- B. audit schedules
- C. measurable requirements
- D. department budgets

17. For a digital billing process, the Kano model classifies requirements partly by their effect on:

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

18. In a retail operations project, benchmarking against a direct rival is:

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

19. At a medical-device assembly line, the person accountable for sustaining a changed process is usually the:

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

20. For a customer-support workflow, a consequential metric is monitored to detect:

- A. unintended harm
- B. scope creep
- C. customer segments

D. sampling bias

21. At a regional distribution center, a work breakdown structure decomposes the project into:

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

22. For a digital billing process, the critical path consists of activities with:

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

23. In a retail operations project, a RACI matrix clarifies who is responsible, accountable, consulted, and:

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

24. At a medical-device assembly line, during storming, a team is most likely experiencing:

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

25. For a customer-support workflow, nominal group technique is especially useful when a team needs:

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

26. At a regional distribution center, multivoting helps a team narrow a long list of:

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

27. For a digital billing process, an affinity diagram is used to organize ideas into:

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

28. In a retail operations project, a Pareto chart is based on the idea that a small number of causes may account for:

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

29. At a medical-device assembly line, a PDPC is used to anticipate what might go wrong and plan:

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

30. For a customer-support workflow, the cost of poor quality includes costs of:

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

31. At a regional distribution center, a process map is most useful early in DMAIC for defining:

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

32. For a digital billing process, a check sheet is designed primarily to:

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

33. In a retail operations project, attribute data are counts or classifications, whereas variable data are:

- A. customer opinions

- B. measured values
- C. financial measures
- D. project risks

34. At a medical-device assembly line, a nominal scale labels categories with no inherent:

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

35. For a customer-support workflow, a ratio scale has equal intervals and a meaningful:

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

36. At a regional distribution center, stratified sampling ensures representation from defined:

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

37. For a digital billing process, random sampling gives each population member a known chance of:

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

38. In a retail operations project, the median is most resistant to the influence of:

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

39. At a medical-device assembly line, standard deviation describes the typical spread of observations around the:

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

40. For a customer-support workflow, a histogram is most appropriate for displaying the distribution of:

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

41. At a regional distribution center, a box plot visibly summarizes the median, quartiles, and potential:

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

42. For a digital billing process, the central limit theorem concerns the distribution of:

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

43. In a retail operations project, two events are independent when the occurrence of one does not change the:

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

44. At a medical-device assembly line, a binomial distribution models the number of successes in fixed trials with:

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

45. For a customer-support workflow, 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. At a regional distribution center, 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. For a digital billing process, gauge reproducibility refers to variation attributable to different:

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

48. In a retail operations project, measurement bias is the difference between observed average and a:

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

49. At a medical-device assembly line, before interpreting C_p or C_{pk} , a team should verify the process is:

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

50. For a customer-support workflow, specification limits are set by customer or design requirements, while control limits come from:

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

51. At a regional distribution center, cp compares specification width with process spread, while Cpk also considers:

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

52. For a digital billing process, pp and Ppk commonly describe long-term performance using:

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

53. In a retail operations project, 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. At a medical-device assembly line, a multi-vari study helps distinguish positional, cyclical, and:

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

55. For a customer-support workflow, correlation by itself does not establish:

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

56. At a regional distribution center, in simple linear regression, the slope estimates the expected change in Y for a one-unit change in:

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

57. For a digital billing 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. data are normal
- D. null hypothesis is true

58. In a retail operations project, a Type I error occurs when a team:

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

59. At a medical-device assembly line, 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. For a customer-support workflow, statistical power is the probability of correctly:

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

61. At a regional distribution center, 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. For a digital billing process, a chi-square test is commonly used with:

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

D. continuous means

63. In a retail operations project, aNOVA is used to test whether differences exist among:

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

64. At a medical-device assembly line, a confidence interval provides a range of plausible values for a population:

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

65. For a customer-support workflow, a residual is the difference between an observed response and its:

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

66. At a regional distribution center, a cause-and-effect diagram organizes potential causes around a stated:

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

67. For a digital billing process, the 5 Whys technique is intended to move from a symptom toward a:

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

68. In a retail operations project, a scatter plot is most useful for exploring the relationship between:

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

69. At a medical-device assembly line, a run chart plots data in time order but does not include calculated:

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

70. For a customer-support workflow, a common-cause system is best improved by changing the:

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

71. At a regional distribution center, special-cause variation signals that an unusual influence may be:

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

72. For a digital billing process, for continuous data collected in rational subgroups, an X-bar and R chart monitors:

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

73. In a retail operations project, a p chart is used to monitor the proportion of:

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

74. At a medical-device assembly line, a c chart is used to monitor counts of defects when the opportunity area is:

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

75. For a customer-support workflow, a u chart is preferred over a c chart when the inspection opportunity varies by:

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

76. At a regional distribution center, a point beyond a control limit is evidence of:

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

77. For a digital billing 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. In a retail operations project, in a factorial experiment, an interaction occurs when the effect of one factor depends on:

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

79. At a medical-device assembly line, randomization in an experiment helps protect against:

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

80. For a customer-support workflow, replication in an experiment improves the estimate of:

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

81. At a regional distribution center, blocking groups similar experimental units to reduce nuisance:

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

82. For a digital billing process, a pilot is conducted before full implementation mainly to:

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

83. In a retail operations project, kaizen refers to:

- A. statistical sampling

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

84. At a medical-device assembly line, poka-yoke is a method for:

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

85. For a customer-support workflow, a solution selection matrix compares alternatives against weighted:

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

86. At a regional distribution center, the primary purpose of a pilot control plan is to specify:

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

87. For a digital billing process, a cost-benefit analysis compares expected improvement value with:

- A. control limits
- B. operator skill
- C. implementation cost

D. sample mean

88. In a retail operations project, 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. At a medical-device assembly line, 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. For a customer-support workflow, in change management, early stakeholder involvement most directly improves:

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

91. At a regional distribution center, 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. For a digital billing 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. signals a problem
- D. meets target

93. In a retail operations project, visual workplace controls are intended to make normal and abnormal conditions:

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

94. At a medical-device assembly line, a balanced scorecard typically combines financial, customer, process, and:

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

95. For a customer-support workflow, a control chart should not be used to judge conformance to specifications because it assesses:

- A. process stability

- B. design intent
- C. customer satisfaction
- D. project benefits

96. At a regional distribution center, after a successful project, lessons learned should be:

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

97. For a digital billing process, the best evidence that an improvement is sustained is stable performance on:

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

98. In a retail operations project, a process owner should receive training on the revised process before:

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

99. At a medical-device assembly line, document control is important because it ensures users follow the current:

- A. approved procedure
- B. sample distribution

- C. control limit
- D. customer survey

100. For a customer-support workflow, 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 22: Answer Key and Explanations

- 1. A** — The correct choice is Customer satisfaction. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.
- 2. B** — The correct choice is SMART. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.
- 3. D** — The correct choice is meet customer demand. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.
- 4. C** — The correct choice is constraint. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.
- 5. B** — The correct choice is Re-entering data. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

6. A — The correct choice is physical movement. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

7. C — The correct choice is design a new process. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

8. D — The correct choice is detection. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

9. A — The correct choice is manufacturing steps. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

10. C — The correct choice is waste across flow. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

11. D — The correct choice is Black Belt. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

12. B — The correct choice is authorize and align work. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

13. B — The correct choice is customer. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

14. D — The correct choice is included and excluded. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

15. A — The correct choice is structured customer feedback. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

16. C — The correct choice is measurable requirements. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

17. B — The correct choice is customer satisfaction. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

18. C — The correct choice is competitive benchmarking. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

19. D — The correct choice is process owner. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

20. A — The correct choice is unintended harm. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

21. B — The correct choice is manageable deliverables. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

22. C — The correct choice is zero schedule slack. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

23. A — The correct choice is informed. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

24. D — The correct choice is conflict over roles. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

25. C — The correct choice is balanced idea generation. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

26. D — The correct choice is possible priorities. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

27. A — The correct choice is natural groupings. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

28. B — The correct choice is most effects. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

29. B — The correct choice is contingencies. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

30. A — The correct choice is scrap and rework. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

31. C — The correct choice is workflow and boundaries. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

32. D — The correct choice is collect data consistently. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

33. B — The correct choice is measured values. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

34. A — The correct choice is order. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

35. C — The correct choice is zero. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

36. B — The correct choice is subgroups. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

37. D — The correct choice is selection. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

38. A — The correct choice is outliers. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

39. D — The correct choice is mean. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

40. C — The correct choice is continuous measurements. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

41. C — The correct choice is outliers. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

42. D — The correct choice is sample means. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

43. A — The correct choice is probability of the other. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

44. B — The correct choice is two outcomes. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

45. D — The correct choice is unit of exposure. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

46. B — The correct choice is instrument. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

47. A — The correct choice is appraisers. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

48. C — The correct choice is reference value. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

49. D — The correct choice is stable. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

50. B — The correct choice is process data. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

51. A — The correct choice is process centering. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

52. D — The correct choice is overall variation. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

53. C — The correct choice is wider than specifications. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

54. A — The correct choice is temporal variation. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

55. B — The correct choice is causation. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

56. C — The correct choice is X. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

57. D — The correct choice is null hypothesis is true. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

58. C — The correct choice is rejects a true null. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

59. A — The correct choice is fails to reject a false null. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

60. B — The correct choice is rejecting a false null. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

61. C — The correct choice is two population means. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

62. A — The correct choice is categorical counts. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

63. D — The correct choice is three or more means. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

64. B — The correct choice is parameter. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

65. B — The correct choice is predicted value. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

66. A — The correct choice is effect. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

67. C — The correct choice is root cause. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

68. D — The correct choice is two quantitative variables. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

69. C — The correct choice is control limits. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

70. A — The correct choice is underlying process. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

71. B — The correct choice is present. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

72. D — The correct choice is mean and range. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

73. C — The correct choice is nonconforming units. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

74. D — The correct choice is constant. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

75. A — The correct choice is unit. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

76. B — The correct choice is special cause. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

77. B — The correct choice is causal factor effects. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

78. D — The correct choice is another factor. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

79. C — The correct choice is lurking time-related effects. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

80. A — The correct choice is experimental error. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

81. D — The correct choice is variation. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

82. C — The correct choice is test the proposed change. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

83. B — The correct choice is continuous incremental improvement. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

84. A — The correct choice is preventing mistakes. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

85. B — The correct choice is criteria. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

86. D — The correct choice is how the change will be monitored. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

87. C — The correct choice is implementation cost. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

88. A — The correct choice is attention first. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

89. B — The correct choice is approved standard. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

90. D — The correct choice is adoption. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

91. A — The correct choice is out of control. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

92. C — The correct choice is signals a problem. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

93. C — The correct choice is immediately apparent. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

94. B — The correct choice is learning measures. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

95. A — The correct choice is process stability. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

96. D — The correct choice is captured and shared. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

97. B — The correct choice is ongoing monitoring. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

98. D — The correct choice is handoff. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

99. A — The correct choice is approved procedure. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.

100. C — The correct choice is documentation is completed. It fits the improvement decision. The other answers are related quality terms, but they belong to another DMAIC purpose, data method, or management activity. Identify what the team needs to accomplish, apply the definition, and select the tool that supports an evidence-based action rather than a merely related concept.