

EXAM 23: 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 financial-services operations team, which organizational metric most directly reflects how customers perceive delivered value?

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

2. For a food-production improvement project, 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. In an e-commerce fulfillment process, 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 municipal permitting office, the theory of constraints directs improvement attention first to the process:

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

5. For an industrial maintenance workflow, which activity is most clearly non-value-added from the customer perspective?

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

6. At a financial-services operations team, a spaghetti diagram is primarily used to visualize:

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

7. For a food-production improvement project, dMADV is most appropriate when a team must:

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

8. In an e-commerce fulfillment process, in an FMEA, the risk priority number is calculated by multiplying severity, occurrence, and:

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

9. At a municipal permitting office, a process FMEA focuses primarily on potential failures in:

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

10. For an industrial maintenance workflow, a value-stream map is most useful for identifying:

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

11. At a financial-services operations team, 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 food-production improvement project, 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. In an e-commerce fulfillment process, in SIPOC, the final letter represents the:

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

14. At a municipal permitting office, a project scope statement should explicitly define what is:

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

15. For an industrial maintenance 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 financial-services operations team, a CTQ tree translates broad customer needs into:

- A. training records

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

17. For a food-production improvement project, 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 an e-commerce fulfillment process, benchmarking against a direct rival is:

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

19. At a municipal permitting office, the person accountable for sustaining a changed process is usually the:

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

20. For an industrial maintenance workflow, a consequential metric is monitored to detect:

- A. scope creep
- B. customer segments

- C. unintended harm
- D. sampling bias

21. At a financial-services operations team, a work breakdown structure decomposes the project into:

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

22. For a food-production improvement project, the critical path consists of activities with:

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

23. In an e-commerce fulfillment process, a RACI matrix clarifies who is responsible, accountable, consulted, and:

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

24. At a municipal permitting office, during storming, a team is most likely experiencing:

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

25. For an industrial maintenance workflow, 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. At a financial-services operations team, multivoting helps a team narrow a long list of:

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

27. For a food-production improvement project, an affinity diagram is used to organize ideas into:

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

28. In an e-commerce fulfillment process, a Pareto chart is based on the idea that a small number of causes may account for:

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

29. At a municipal permitting office, a PDPC is used to anticipate what might go wrong and plan:

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

30. For an industrial maintenance workflow, the cost of poor quality includes costs of:

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

31. At a financial-services operations team, a process map is most useful early in DMAIC for defining:

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

32. For a food-production improvement project, a check sheet is designed primarily to:

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

33. In an e-commerce fulfillment process, attribute data are counts or classifications, whereas variable data are:

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

34. At a municipal permitting office, a nominal scale labels categories with no inherent:

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

35. For an industrial maintenance workflow, a ratio scale has equal intervals and a meaningful:

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

36. At a financial-services operations team, stratified sampling ensures representation from defined:

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

37. For a food-production improvement project, random sampling gives each population member a known chance of:

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

38. In an e-commerce fulfillment process, the median is most resistant to the influence of:

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

39. At a municipal permitting office, standard deviation describes the typical spread of observations around the:

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

40. For an industrial maintenance 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 financial-services operations team, a box plot visibly summarizes the median, quartiles, and potential:

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

42. For a food-production improvement project, the central limit theorem concerns the distribution of:

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

43. In an e-commerce fulfillment process, 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. At a municipal permitting office, a binomial distribution models the number of successes in fixed trials with:

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

45. For an industrial maintenance workflow, a Poisson distribution is commonly used for counts of events per:

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

46. At a financial-services operations team, gauge repeatability refers to variation when the same appraiser measures the same part with the same:

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

47. For a food-production improvement project, gauge reproducibility refers to variation attributable to different:

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

48. In an e-commerce fulfillment process, 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 municipal permitting office, before interpreting C_p or C_{pk} , a team should verify the process is:

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

50. For an industrial maintenance workflow, 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. At a financial-services operations team, cp compares specification width with process spread, while Cpk also considers:

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

52. For a food-production improvement project, pp and Ppk commonly describe long-term performance using:

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

53. In an e-commerce fulfillment process, 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 municipal permitting office, a multi-vari study helps distinguish positional, cyclical, and:

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

55. For an industrial maintenance workflow, correlation by itself does not establish:

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

56. At a financial-services operations team, in simple linear regression, the slope estimates the expected change in Y for a one-unit change in:

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

57. For a food-production improvement project, 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. In an e-commerce fulfillment process, a Type I error occurs when a team:

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

59. At a municipal permitting office, a Type II error occurs when a team:

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

60. For an industrial maintenance 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 financial-services operations team, a two-sample t test is commonly used to compare:

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

62. For a food-production improvement project, a chi-square test is commonly used with:

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

63. In an e-commerce fulfillment process, aNOVA is used to test whether differences exist among:

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

64. At a municipal permitting office, a confidence interval provides a range of plausible values for a population:

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

65. For an industrial maintenance 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 financial-services operations team, a cause-and-effect diagram organizes potential causes around a stated:

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

67. For a food-production improvement project, the 5 Whys technique is intended to move from a symptom toward a:

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

68. In an e-commerce fulfillment process, 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 municipal permitting office, 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 an industrial maintenance workflow, a common-cause system is best improved by changing the:

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

71. At a financial-services operations team, special-cause variation signals that an unusual influence may be:

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

72. For a food-production improvement project, for continuous data collected in rational subgroups, an X-bar and R chart monitors:

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

73. In an e-commerce fulfillment process, a p chart is used to monitor the proportion of:

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

74. At a municipal permitting office, 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 an industrial maintenance workflow, a u chart is preferred over a c chart when the inspection opportunity varies by:

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

76. At a financial-services operations team, a point beyond a control limit is evidence of:

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

77. For a food-production improvement project, a project team uses a designed experiment primarily to identify:

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

78. In an e-commerce fulfillment process, in a factorial experiment, an interaction occurs when the effect of one factor depends on:

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

79. At a municipal permitting office, randomization in an experiment helps protect against:

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

80. For an industrial maintenance workflow, replication in an experiment improves the estimate of:

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

81. At a financial-services operations team, blocking groups similar experimental units to reduce nuisance:

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

82. For a food-production improvement project, 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. In an e-commerce fulfillment process, kaizen refers to:

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

84. At a municipal permitting office, poka-yoke is a method for:

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

85. For an industrial maintenance workflow, a solution selection matrix compares alternatives against weighted:

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

86. At a financial-services operations team, 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. For a food-production improvement project, a cost-benefit analysis compares expected improvement value with:

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

88. In an e-commerce fulfillment process, fMEA action priority is most useful for deciding which failure risks need:

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

89. At a municipal permitting office, 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 an industrial maintenance workflow, in change management, early stakeholder involvement most directly improves:

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

91. At a financial-services operations team, a control plan identifies what to measure, how often, and what action to take when performance is:

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

92. For a food-production improvement project, the purpose of response plans in the Control phase is to define actions when a monitored metric:

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

93. In an e-commerce fulfillment process, 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 municipal permitting office, a balanced scorecard typically combines financial, customer, process, and:

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

95. For an industrial maintenance workflow, 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. At a financial-services operations team, after a successful project, lessons learned should be:

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

97. For a food-production improvement project, 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 an e-commerce fulfillment process, a process owner should receive training on the revised process before:

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

99. At a municipal permitting office, document control is important because it ensures users follow the current:

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

100. For an industrial maintenance 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 23: Answer Key and Explanations

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

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

- 3. D** — The correct choice is meet customer demand. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.
- 4. B** — The correct choice is constraint. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.
- 5. D** — The correct choice is Re-entering data. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.
- 6. C** — The correct choice is physical movement. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.
- 7. A** — The correct choice is design a new process. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.
- 8. B** — The correct choice is detection. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.
- 9. C** — The correct choice is manufacturing steps. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.
- 10. B** — The correct choice is waste across flow. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.
- 11. D** — The correct choice is Black Belt. It directly addresses the purpose stated in the question. The other choices are related quality ideas, but they apply to a different DMAIC activity, data type, or management need. Use the definition and project context, rather than a familiar term, to select the tool that supports evidence-based process improvement.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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