

EXAM 24: 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. For an airline ground-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. At a packaging 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 university registration workflow, in Lean, takt time is the rate needed to:

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

4. For a field-service dispatch process, the theory of constraints directs improvement attention first to the process:

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

5. At a laboratory sample-receipt area, which activity is most clearly non-value-added from the customer perspective?

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

6. For an airline ground-operations team, a spaghetti diagram is primarily used to visualize:

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

7. At a packaging process, dMADV is most appropriate when a team must:

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

8. In a university registration workflow, in an FMEA, the risk priority number is calculated by multiplying severity, occurrence, and:

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

9. For a field-service dispatch process, a process FMEA focuses primarily on potential failures in:

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

10. At a laboratory sample-receipt area, a value-stream map is most useful for identifying:

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

11. For an airline ground-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. At a packaging process, the principal purpose of a project charter is to:

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

13. In a university registration workflow, in SIPOC, the final letter represents the:

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

14. For a field-service dispatch process, a project scope statement should explicitly define what is:

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

15. At a laboratory sample-receipt area, the Voice of the Customer is best captured by:

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

16. For an airline ground-operations team, a CTQ tree translates broad customer needs into:

- A. training records

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

17. At a packaging process, the Kano model classifies requirements partly by their effect on:

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

18. In a university registration workflow, benchmarking against a direct rival is:

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

19. For a field-service dispatch process, the person accountable for sustaining a changed process is usually the:

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

20. At a laboratory sample-receipt area, a consequential metric is monitored to detect:

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

D. sampling bias

21. For an airline ground-operations team, a work breakdown structure decomposes the project into:

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

22. At a packaging process, the critical path consists of activities with:

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

23. In a university registration workflow, a RACI matrix clarifies who is responsible, accountable, consulted, and:

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

24. For a field-service dispatch process, during storming, a team is most likely experiencing:

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

25. At a laboratory sample-receipt area, 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. For an airline ground-operations team, multivoting helps a team narrow a long list of:

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

27. At a packaging 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 university registration workflow, a Pareto chart is based on the idea that a small number of causes may account for:

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

29. For a field-service dispatch process, a PDPC is used to anticipate what might go wrong and plan:

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

30. At a laboratory sample-receipt area, the cost of poor quality includes costs of:

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

31. For an airline ground-operations team, a process map is most useful early in DMAIC for defining:

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

32. At a packaging process, a check sheet is designed primarily to:

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

33. In a university registration workflow, attribute data are counts or classifications, whereas variable data are:

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

34. For a field-service dispatch process, a nominal scale labels categories with no inherent:

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

35. At a laboratory sample-receipt area, a ratio scale has equal intervals and a meaningful:

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

36. For an airline ground-operations team, stratified sampling ensures representation from defined:

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

37. At a packaging process, random sampling gives each population member a known chance of:

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

D. rework

38. In a university registration workflow, the median is most resistant to the influence of:

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

39. For a field-service dispatch process, standard deviation describes the typical spread of observations around the:

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

40. At a laboratory sample-receipt area, a histogram is most appropriate for displaying the distribution of:

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

41. For an airline ground-operations team, a box plot visibly summarizes the median, quartiles, and potential:

- A. team stages
- B. root causes
- C. outliers

D. time limits

42. At a packaging process, the central limit theorem concerns the distribution of:

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

43. In a university registration workflow, two events are independent when the occurrence of one does not change the:

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

44. For a field-service dispatch process, 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. At a laboratory sample-receipt area, 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. For an airline ground-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. At a packaging process, gauge reproducibility refers to variation attributable to different:

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

48. In a university registration workflow, measurement bias is the difference between observed average and a:

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

49. For a field-service dispatch process, before interpreting C_p or C_{pk} , a team should verify the process is:

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

D. expensive

50. At a laboratory sample-receipt area, 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. For an airline ground-operations team, cp compares specification width with process spread, while Cpk also considers:

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

52. At a packaging process, pp and Ppk commonly describe long-term performance using:

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

53. In a university registration workflow, a capability index below 1 generally indicates the process spread is:

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

D. exactly centered

54. For a field-service dispatch process, a multi-vari study helps distinguish positional, cyclical, and:

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

55. At a laboratory sample-receipt area, correlation by itself does not establish:

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

56. For an airline ground-operations team, 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. the p-value
- D. X

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

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

58. In a university registration workflow, 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. For a field-service dispatch process, 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. At a laboratory sample-receipt area, 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. For an airline ground-operations team, 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. At a packaging process, a chi-square test is commonly used with:

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

63. In a university registration workflow, aNOVA is used to test whether differences exist among:

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

64. For a field-service dispatch process, a confidence interval provides a range of plausible values for a population:

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

65. At a laboratory sample-receipt area, a residual is the difference between an observed response and its:

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

66. For an airline ground-operations team, a cause-and-effect diagram organizes potential causes around a stated:

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

67. At a packaging 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 university registration workflow, 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. For a field-service dispatch process, a run chart plots data in time order but does not include calculated:

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

70. At a laboratory sample-receipt area, a common-cause system is best improved by changing the:

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

71. For an airline ground-operations team, special-cause variation signals that an unusual influence may be:

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

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

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

73. In a university registration workflow, a p chart is used to monitor the proportion of:

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

74. For a field-service dispatch process, a c chart is used to monitor counts of defects when the opportunity area is:

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

75. At a laboratory sample-receipt area, a u chart is preferred over a c chart when the inspection opportunity varies by:

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

76. For an airline ground-operations team, a point beyond a control limit is evidence of:

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

77. At a packaging process, a project team uses a designed experiment primarily to identify:

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

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

- A. the sample mean

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

79. For a field-service dispatch process, randomization in an experiment helps protect against:

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

80. At a laboratory sample-receipt area, replication in an experiment improves the estimate of:

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

81. For an airline ground-operations team, blocking groups similar experimental units to reduce nuisance:

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

82. At a packaging process, a pilot is conducted before full implementation mainly to:

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

D. finalize the charter

83. In a university registration workflow, kaizen refers to:

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

84. For a field-service dispatch process, poka-yoke is a method for:

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

85. At a laboratory sample-receipt area, a solution selection matrix compares alternatives against weighted:

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

86. For an airline ground-operations team, the primary purpose of a pilot control plan is to specify:

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

87. At a packaging 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 university registration workflow, fMEA action priority is most useful for deciding which failure risks need:

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

89. For a field-service dispatch process, a standard operating procedure should be updated when a new method becomes the:

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

90. At a laboratory sample-receipt area, in change management, early stakeholder involvement most directly improves:

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

91. For an airline ground-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. above target
- D. out of control

92. At a packaging process, 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 a university registration workflow, visual workplace controls are intended to make normal and abnormal conditions:

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

94. For a field-service dispatch process, a balanced scorecard typically combines financial, customer, process, and:

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

95. At a laboratory sample-receipt area, 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. For an airline ground-operations team, after a successful project, lessons learned should be:

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

97. At a packaging 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 university registration workflow, a process owner should receive training on the revised process before:

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

99. For a field-service dispatch process, document control is important because it ensures users follow the current:

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

100. At a laboratory sample-receipt area, 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 24: Answer Key and Explanations

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

84. A — 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. B — 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. A — 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. C — 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. D — 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. C — 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. B — 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. D — 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. B — 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. A — 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. D — 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.