

PRACTICE EXAM 18: LEAN SIX SIGMA GREEN BELT SIMULATION (100 QUESTIONS)

This 100-question study simulation supports CSSGB preparation. ASQ's current computer-delivered CSSGB exam contains 110 multiple-choice questions (100 scored and 10 unscored) with 4 hours and 18 minutes of exam time. Select the single best answer for each question.

1. Which statement best describes Six Sigma?

- A. A staffing method for downsizing departments
- B. A financial reporting method for annual budgets
- C. A disciplined approach for reducing variation and defects
- D. A system for ranking employee performance

2. In Lean thinking, value is defined primarily from whose perspective?

- A. The customer receiving the product or service
- B. The department with the largest budget
- C. The executive sponsor of the project
- D. The supplier providing raw materials

3. What is the main purpose of a process map?

- A. To calculate the project return on investment
- B. To assign employee performance ratings
- C. To replace every operating procedure
- D. To show the sequence of work and handoffs

4. Which role normally sponsors a Six Sigma project and removes barriers?

- A. Yellow Belt
- B. Champion
- C. Process operator
- D. Data collector

5. A Yellow Belt most commonly contributes to an improvement project by:

- A. Supporting the team with process knowledge and data
- B. Approving the organization-wide quality strategy
- C. Leading every statistical analysis independently
- D. Certifying the final financial benefit

6. Which Lean waste is created when work waits for the next step to be ready?

- A. Overprocessing
- B. Inventory
- C. Waiting
- D. Motion

7. A SIPOC diagram is most useful at the start of a project because it:

- A. Calculates the standard deviation of a sample
- B. Summarizes suppliers, inputs, process, outputs, and customers
- C. Displays individual data points over time
- D. Determines which hypothesis test to use

8. Which item is an example of a defect from a customer's viewpoint?

- A. A team holding a daily five-minute huddle
- B. A workstation labeled with visual controls
- C. A project charter signed by a sponsor
- D. An order delivered with the wrong quantity

9. The term CTQ refers to a requirement that is:

- A. Calculated through quarterly financial reports
- B. Controlled only by top management
- C. Created to quantify team morale
- D. Critical to quality from the customer's perspective

10. Which practice best supports standard work?

- A. Documenting the current best known method
- B. Allowing each operator to choose any sequence
- C. Changing steps whenever demand changes
- D. Measuring only output volume

11. The 5S method includes sort, set in order, shine, standardize, and:

- A. Schedule
- B. Sustain
- C. Simplify
- D. Segment

12. What does a value stream map emphasize beyond a basic flowchart?

- A. The individual salary of each process owner
- B. The wording of customer survey questions
- C. The flow of material and information across the process

D. The depreciation of process equipment

13. Which situation is an example of overproduction?

- A. Correcting a data-entry error immediately
- B. Moving parts to the next workstation
- C. Training a new team member
- D. Producing reports before anyone needs them

14. A cross-functional team is valuable because it:

- A. Eliminates the need for a project sponsor
- B. Guarantees that every idea will be adopted
- C. Brings knowledge from multiple parts of the process
- D. Removes the need to define a problem

15. What is the primary purpose of a project charter?

- A. To define the problem, scope, goals, and roles
- B. To provide a detailed future-state work instruction
- C. To record every measurement collected
- D. To replace the final control plan

16. Which metric is generally most meaningful for judging process performance?

- A. The number of team meetings held
- B. A measure linked to customer requirements
- C. The length of the project presentation
- D. The number of colors on a dashboard

17. Poka-yoke is best described as:

- A. A chart used to show correlation
- B. Mistake proofing that prevents or detects errors
- C. A method for calculating sample size
- D. A formal employee appraisal

18. Which Lean waste involves unnecessary movement by people?

- A. Transportation
- B. Waiting
- C. Motion
- D. Defects

19. Why is voice of the customer collected?

- A. To select the project manager's title
- B. To replace data collection plans
- C. To determine the accounting period
- D. To understand customer needs and priorities

20. A process is said to be stable when it:

- A. Shows only common-cause variation over time
- B. Always produces the target value exactly
- C. Has no customer complaints at all
- D. Requires no monitoring or controls

21. Which statement distinguishes Lean from Six Sigma most accurately?

- A. Lean uses data while Six Sigma uses opinions
- B. Lean applies only in manufacturing settings
- C. Lean emphasizes flow and waste; Six Sigma emphasizes variation and defects
- D. Six Sigma applies only to service settings

22. What is a kaizen event?

- A. A long-term financial auditing cycle
- B. A mandatory certification examination
- C. A statistical test for comparing means
- D. A focused, short-term improvement effort

23. An internal customer is:

- A. A person or group receiving work inside the organization
- B. Only a customer who pays with company funds
- C. An external regulator reviewing a product
- D. A supplier that provides purchased material

24. Which action is most likely to reduce transportation waste?

- A. Increasing batch sizes before inspection
- B. Locating related work steps closer together
- C. Adding another approval signature
- D. Storing more material between operations

25. Why should a team establish operational definitions?

- A. To ensure people measure and classify things consistently
- B. To allow each person to interpret data differently
- C. To eliminate the need for process maps

D. To avoid discussing customer requirements

26. Which problem statement is strongest?

- A. The order-entry team needs to work harder
- B. Our process quality is unacceptable
- C. Everyone dislikes the current software
- D. Order-entry errors increased from 2% to 7% in May

27. A project scope statement should clearly identify:

- A. Every possible solution the team might use
- B. The personal goals of each team member
- C. What is included and excluded from the project
- D. The final result before data are collected

28. Which is a SMART project goal?

- A. Improve invoicing as much as possible
- B. Reduce invoice rework from 12% to 6% by December
- C. Make customers happier soon
- D. Fix all problems in the department

29. A stakeholder analysis helps a project team primarily to:

- A. Plan communication and engagement with affected groups
- B. Replace the project charter
- C. Calculate process capability
- D. Set every control limit

30. Which item belongs in a project charter?

- A. A completed control chart
- B. A final regression equation
- C. A verified root-cause solution
- D. Business case

31. A high-level process map should usually begin and end with:

- A. The names of all team members
- B. Clear trigger and endpoint events
- C. Detailed measurements for every task
- D. The final budget approval

32. What is a likely risk of a project with overly broad scope?

- A. The team automatically finds more savings
- B. The data collection plan becomes unnecessary
- C. The team loses focus and cannot finish promptly
- D. The sponsor no longer needs updates

33. A RACI-style responsibility chart is used to clarify:

- A. Which customers are most profitable
- B. How to calculate an average
- C. Who is responsible, accountable, consulted, and informed
- D. Where control limits should be set

34. Which statement is a customer requirement rather than a solution?

- A. Install the newest billing application
- B. Hire two more billing clerks
- C. Require every invoice to use blue paper
- D. Receive an accurate bill within two days

35. The business case for a project explains:

- A. Which option letter is correct
- B. Why the project matters to the organization
- C. How each data point will be plotted
- D. Who will maintain the future control chart

36. A SIPOC should be kept high level so that it:

- A. Aligns the team on boundaries before detailed analysis
- B. Contains every exception and decision rule
- C. Replaces a detailed value stream map
- D. Provides exact control limits

37. Which question best tests whether a project is aligned to strategy?

- A. Which team member prefers the project topic?
- B. How does solving this problem support a business priority?
- C. Which software package is most familiar?
- D. How many slides should the final report have?

38. A project milestone is:

- A. A routine task completed every hour
- B. An error found in a customer order
- C. A significant checkpoint or deliverable date

D. A type of measurement system

39. Why is a communication plan useful?

- A. It specifies what information stakeholders need and when
- B. It prevents the team from collecting data
- C. It selects the process owner automatically
- D. It replaces sponsor involvement

40. The process owner is the person who:

- A. Must answer every customer survey
- B. Performs only the statistical calculations
- C. Approves all corporate budgets
- D. Has ongoing responsibility for the process after the project

41. What is the median of 3, 5, 7, 9, and 20?

- A. 5
- B. 9
- C. 7
- D. 20

42. Why is a data collection plan created before gathering data?

- A. To guarantee that the target has already been met
- B. To eliminate the need for operational definitions
- C. To select the final solution before analysis
- D. To define what data, who, when, and how data will be collected

43. A nominal data category is best illustrated by:

- A. Temperature in degrees
- B. Department name
- C. Cycle time in minutes
- D. Number of defects per unit

44. A check sheet is primarily used to:

- A. Collect and tally data consistently at the source
- B. Show cause-and-effect relationships
- C. Display the sequence of project tasks
- D. Assign actions to stakeholders

45. Which measure describes the average of a numerical data set?

- A. Range
- B. Mean
- C. Mode
- D. Frequency

46. A histogram is most useful for showing:

- A. The distribution and shape of numerical data
- B. The responsibilities of project members
- C. The sequence of work steps
- D. The priority of stakeholder messages

47. A sample is:

- A. Every observation available in the process
- B. A target value set by management
- C. A subset selected from a larger population
- D. A type of cause-and-effect diagram

48. Measurement system analysis asks whether a measurement method is:

- A. Capable of eliminating all common causes
- B. Able to replace customer requirements
- C. Designed only for financial data
- D. Accurate and consistent enough for its intended use

49. Which display is best for showing a process measure over time?

- A. Pareto chart
- B. Run chart
- C. SIPOC diagram
- D. Affinity diagram

50. If the same part is measured repeatedly by one appraiser, repeatability concerns:

- A. Differences among customer requirements
- B. Changes in project scope
- C. Variation from the measurement device or method
- D. The number of categories on a check sheet

51. Which data type is continuous?

- A. Time required to complete a call
- B. Type of service request
- C. Reason for a returned order

D. Shift name

52. A Pareto chart helps a team:

- A. Calculate the exact mean of a sample
- B. Map customer touchpoints in detail
- C. Set project milestones
- D. Focus on the few categories contributing most to a problem

53. What is the range of 4, 8, 10, and 15?

- A. 7
- B. 15
- C. 11
- D. 4

54. Stratifying data means:

- A. Separating data into meaningful subgroups
- B. Deleting unusual observations automatically
- C. Combining all categories into one total
- D. Choosing a solution before analysis

55. A data point is an outlier when it:

- A. Matches the target exactly
- B. Appears on a process map
- C. Is collected by a customer
- D. Is unusually distant from the rest of the observations

56. Which measure is most affected by an extremely high value?

- A. Median
- B. Mean
- C. Mode
- D. Minimum

57. A baseline measurement is collected in order to:

- A. Prove a solution will work without testing
- B. Describe current performance before changes are made
- C. Replace the need for a goal statement
- D. Eliminate variation from a process

58. A frequency table summarizes:

- A. Which stakeholder owns each action
- B. The chronological steps in a process
- C. The financial benefit of a project
- D. How often each value or category occurs

59. A measurement is valid when it:

- A. Always produces the smallest possible number
- B. Requires no written definition
- C. Represents the characteristic it is intended to measure
- D. Can be collected only once

60. If a process produces 9 defects in 300 opportunities, what is the defect rate?

- A. 3%
- B. 0.3%
- C. 30%
- D. 9%

61. The primary purpose of a cause-and-effect diagram is to:

- A. Organize possible causes of a problem
- B. Calculate a process average
- C. Assign project roles
- D. Display data in chronological order

62. The 5 Whys technique is used to:

- A. Rank employees by performance
- B. Set upper and lower specification limits
- C. Probe beyond symptoms toward an underlying cause
- D. Estimate a project budget

63. Which statement about correlation is correct?

- A. Correlation proves one factor causes another
- B. Correlation is used only for categorical data
- C. Correlation eliminates the need for data
- D. Correlation alone does not prove causation

64. A scatter plot is most useful for examining:

- A. The sequence of tasks in a project
- B. The relationship between two numerical variables
- C. The number of stakeholders affected

D. The wording of a charter

65. Root cause analysis should focus on causes that:

- A. Are suggested by the loudest team member
- B. Can be supported by evidence and linked to the problem
- C. Are easiest to blame on another department
- D. Require no data to investigate

66. Which question is most appropriate after identifying a likely root cause?

- A. Which team member first mentioned the cause?
- B. How can we avoid measuring the cause?
- C. Can we close the project immediately?
- D. What evidence confirms this cause drives the problem?

67. A process bottleneck is the step that:

- A. Has the most employees assigned
- B. Occurs first on a process map
- C. Limits the overall flow or capacity of the process
- D. Is closest to the customer

68. Failure mode and effects analysis is used to:

- A. Anticipate failures and prioritize risk reduction
- B. Calculate the mean of a data set
- C. Document stakeholder communication
- D. Replace all inspection activities

69. In an FMEA, severity reflects:

- A. The number of team meetings scheduled
- B. The cost of collecting each data point
- C. The seriousness of the effect if a failure occurs
- D. The order in which tasks occur

70. A hypothesis is best described as:

- A. A testable statement about a population or process
- B. A final solution approved by the sponsor
- C. A list of customer requirements
- D. A measurement-system error

71. When a Pareto chart shows one category far larger than the others, the team should first:

- A. Ignore it because it may be unusual
- B. Average it with all other categories
- C. Change the project charter immediately
- D. Investigate that category as a priority

72. Which tool helps distinguish common causes from special causes over time?

- A. SIPOC
- B. Control chart
- C. Project charter
- D. Affinity diagram

73. A root cause is best defined as a factor that:

- A. Is simply the most visible symptom
- B. Directly contributes to the problem and can be addressed
- C. Cannot be influenced by the process
- D. Is selected before the team analyzes data

74. Why might data be stratified by shift?

- A. To remove all variation from the data
- B. To avoid creating a Pareto chart
- C. To see whether performance differs across shifts
- D. To ensure every sample has the same value

75. A process decision program chart is particularly helpful when:

- A. Calculating a sample standard deviation
- B. Defining a customer requirement
- C. Writing an operational definition
- D. Planning responses to potential implementation problems

76. Which is an example of a special cause?

- A. A one-time system outage that delays orders
- B. Normal small differences among trained operators
- C. Routine variation in service time
- D. Typical minor changes in material properties

77. An affinity diagram is useful when a team has:

- A. Many ideas that need to be grouped into themes
- B. One numerical series requiring a trend line
- C. A stable process with known control limits

D. A completed control plan

78. Why should a team avoid jumping to solutions during analysis?

- A. It guarantees the data will be nominal
- B. It makes the project scope narrower
- C. It prevents stakeholder communication
- D. It may treat symptoms instead of verified causes

79. A simple regression model is commonly used to:

- A. Classify stakeholders by influence
- B. Estimate how one numerical variable relates to another
- C. Create a project charter
- D. Measure agreement among appraisers

80. What does a statistically significant result generally indicate?

- A. The change is automatically important to customers
- B. The data collection plan is no longer needed
- C. The observed difference is unlikely due to random chance alone
- D. Every possible cause has been eliminated

81. Which technique is most useful for generating many possible solutions quickly?

- A. Control charting
- B. Brainstorming
- C. Stratified sampling
- D. Regression analysis

82. A pilot test is conducted mainly to:

- A. Replace the need to measure results after implementation
- B. Prove the solution cannot fail under any circumstances
- C. Evaluate a change on a limited scale before full rollout
- D. Avoid involving process users before the full rollout

83. A solution selection matrix helps a team:

- A. Calculate the standard deviation of data
- B. Identify every customer in a SIPOC
- C. Replace the project sponsor
- D. Compare alternatives against agreed criteria

84. Which action is an example of mistake proofing?

- A. Requiring a required field before an order can be submitted
- B. Asking staff to remember a complex rule
- C. Increasing the size of a report batch
- D. Waiting until month-end to inspect errors

85. A control plan should specify:

- A. What to monitor, how often, and what action to take
- B. Only the final financial benefit
- C. Every idea rejected during brainstorming
- D. The personal preferences of project members

86. The main purpose of a control chart is to:

- A. Display a ranked list of defects
- B. Map suppliers and customers
- C. Calculate a project return
- D. Monitor process variation over time and signal unusual change

87. A reaction plan tells process users:

- A. How to redefine the project scope
- B. How to eliminate all data collection
- C. What to do when a measure indicates a problem
- D. Which team member to promote

88. Why should standard work be updated after an improvement?

- A. To allow every operator to use a different method
- B. To make the improved method the normal way of working
- C. To remove the need for training
- D. To avoid monitoring results

89. Which measure best demonstrates whether an improvement was sustained?

- A. The number of brainstorming ideas generated
- B. The length of the final presentation
- C. Post-implementation performance measured over time
- D. The number of people on the project team

90. A visual management tool is designed to:

- A. Increase the number of approval steps
- B. Replace every written procedure
- C. Hide performance data from users

D. Make process status and abnormalities easy to see

91. When implementing a solution, training should focus on:

- A. The new method, reasons for change, and expected behaviors
- B. Only the history of the project charter
- C. Personal opinions about previous performance
- D. Statistics unrelated to the changed process

92. Which action helps prevent a process from reverting to the old method?

- A. Removing all performance measures
- B. Assigning ownership and auditing the new standard
- C. Ending communication after the launch
- D. Allowing undocumented workarounds

93. A balanced scorecard of process measures should include:

- A. Only one convenient measure without regard to customer needs
- B. Measures that reflect quality, delivery, cost, or other key needs
- C. Only employee attendance data without process performance information included
- D. Only the original project timeline with no outcome measures

94. What is the best first response when a control chart signals a special cause?

- A. Adjust the process immediately without evidence
- B. Ignore the signal until month-end
- C. Investigate the cause before changing the process
- D. Change all control limits at once

95. A process owner reviewing a dashboard weekly is performing:

- A. Ongoing control and sustainment
- B. Initial project scoping
- C. Root-cause brainstorming
- D. Measurement-system calibration only

96. Which approach best supports adoption of an improvement?

- A. Announcing the change after it is already mandatory
- B. Avoiding feedback from process operators
- C. Relying only on the final project report
- D. Involving affected users early and addressing their concerns

97. The purpose of a control limit is to:

- A. Specify the customer's desired target alone
- B. Define the expected range of process variation
- C. Rank causes on a Pareto chart
- D. Set the project budget

98. A documented handoff plan is especially important when:

- A. The team is still defining the problem
- B. No measurements have been collected
- C. The customer requirement is unknown
- D. The project team transfers responsibility to the process owner

99. Why should an improved process be periodically audited?

- A. To confirm that the new standard is followed and effective
- B. To restart the project charter every week
- C. To avoid updating work instructions
- D. To eliminate all normal variation

100. A successful Improve phase should result in:

- A. A list of untested ideas only
- B. A broader project scope without approval
- C. A tested change that addresses verified causes
- D. An end to performance monitoring

Practice Exam 18: Answer Key and Explanations

1. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

2. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

3. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

4. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

5. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

- 6. C** — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.
- 7. B** — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.
- 8. D** — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.
- 9. D** — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.
- 10. A** — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.
- 11. B** — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.
- 12. C** — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.
- 13. D** — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.
- 14. C** — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

15. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

16. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

17. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

18. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

19. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

20. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

21. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

22. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

23. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

24. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

25. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

26. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

27. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

28. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

29. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

30. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

31. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

32. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

33. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

34. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

35. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

36. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

37. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

38. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

39. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

40. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

41. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

42. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

43. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

44. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

45. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

46. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

47. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

48. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

49. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

50. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

51. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

52. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

53. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

54. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

55. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

56. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

57. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

58. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

59. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

60. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

61. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

62. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

63. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

64. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

65. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

66. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

67. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

68. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

69. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

70. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

71. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

72. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

73. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

74. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

75. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

76. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

77. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

78. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

79. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

80. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

81. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

82. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

83. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

84. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

85. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

86. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

87. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

88. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

89. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

90. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

91. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

92. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

93. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

94. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

95. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

96. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

97. B — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

98. D — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

99. A — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.

100. C — This question checks a core Lean Six Sigma concept. The keyed option correctly describes the tool, role, measure, or practice in the stem. Remaining choices are related ideas used for different purposes, incorrect definitions, or actions from another DMAIC stage. In practice, apply the selected concept using process evidence and customer requirements, not assumptions or preference.