

SIX SIGMA GREEN BELT STUDY GUIDE 2026-2027 - EXAM 21 (100 QUESTIONS)

This standalone 100-question practice exam uses applied Six Sigma scenarios. Choose the single best answer for each question. The official ASQ computer-delivered CSSGB examination has 110 questions, including 100 scored questions, with 4 hours 18 minutes of exam time. This practice exam uses 100 questions to mirror the scored-question count.

1. At a hospital registration process, which statement best describes the role of a Six Sigma Green Belt?

- A. Leads or supports improvement projects using data and DMAIC.
- B. Approves corporate strategy without data review.
- C. Performs only routine product inspection.
- D. Owns every process without a sponsor.

2. In a distribution-center improvement project, a process has a long queue and repeated handoffs, but customers value neither. Which Lean focus is most appropriate?

- A. Add more inspection at the final step.
- B. Increase batch size to keep people busy.
- C. Document the queue without changing flow.
- D. Remove non-value-added steps and waiting.

3. A call-center Green Belt finds that in a Six Sigma deployment, an executive champion primarily provides:

- A. Daily data entry for every project.
- B. Independent calibration of all instruments.
- C. Strategic alignment, resources, and barrier removal.
- D. Final approval of every work instruction.

4. At a machining operation, the strongest business case for a Green Belt project links the problem to:

- A. The team preference for a familiar tool.
- B. Customer impact and measurable organizational goals.
- C. A desire to use advanced statistics.
- D. The longest available project schedule.

5. During a finance-process review, a supplier, input, process, output, customer diagram is most useful for:

- A. Testing whether two means differ.
- B. Setting control-chart limits.
- C. Calculating a confidence interval.
- D. Defining the high-level boundaries of a process.

6. For an e-commerce fulfillment team, which practice most directly supports a culture of continuous improvement?

- A. Making process performance visible and acting on evidence.
- B. Rewarding only individual output volume.
- C. Waiting for annual audits to identify issues.
- D. Treating every variation as employee error.

7. At a food-service process, a process is operating at a stable average but cannot meet customer requirements. This is chiefly a problem of:

- A. A missing project charter.
- B. An undefined sampling frame.
- C. Capability rather than statistical control.
- D. A lack of brainstorming.

8. In a software support workflow, what is the purpose of a project charter?

- A. Replace the detailed data-collection plan. in the stated situation
- B. Authorize the project and define its purpose, scope, and goals.
- C. Serve as the final control plan. in the stated situation
- D. List every possible solution. in the stated situation

9. For a laboratory turnaround-time project, a stakeholder analysis is most useful early in a project because it helps the team:

- A. Calculate process sigma directly.
- B. Plan communication and manage support or resistance.
- C. Select a random sample automatically.
- D. Set specification limits from control limits.

10. At a field-service organization, which measure most directly reflects a customer-critical requirement?

- A. A team meeting attendance rate.
- B. A project calendar milestone.
- C. A manager preference rating.
- D. A critical-to-quality characteristic.

11. At a hospital registration process, design for Six Sigma is distinguished by its emphasis on:

- A. Building customer requirements and robustness into a new design.
- B. Sorting defects after production.
- C. Using only historical inspection data.
- D. Reducing headcount before redesign.

12. In a distribution-center improvement project, a problem statement should describe:

- A. The preferred solution and vendor.
- B. The final control limits.
- C. The current undesirable condition using facts, not a proposed cause.
- D. A list of individual employees to blame.

13. A call-center Green Belt finds that voice of the customer data are translated into:

- A. Measurable critical-to-quality requirements.
- B. Control-chart rules only.
- C. Financial accounting entries.
- D. Randomization schedules only.

14. At a machining operation, a SIPOC is normally developed at what level?

- A. Detailed task timing for every operator.
- B. Individual defect classifications only.
- C. High-level process boundaries and major elements.
- D. Final hypothesis-test results only.

15. During a finance-process review, which statement is a well-written goal?

- A. Improve invoicing as much as possible. in the stated situation
- B. Reduce invoice correction rate from 8% to 3% by 30 September.
- C. Use a new software package soon. in the stated situation
- D. Make employees work more carefully. in the stated situation

16. For an e-commerce fulfillment team, project scope should explicitly identify:

- A. Only the sponsor job title.
- B. Every future project idea.
- C. The final answer key.
- D. What is included and excluded from the project.

17. At a food-service process, a RACI matrix clarifies:

- A. How to calculate Cp and Cpk.
- B. Who is responsible, accountable, consulted, and informed.
- C. Which sample is normally distributed.
- D. How to set subgroup size.

18. In a software support workflow, a process map is especially valuable in Define because it can reveal:

- A. The exact population standard deviation.
- B. Whether a gauge is biased.
- C. Handoffs, rework loops, and unclear ownership.
- D. The p-value of a test.

19. For a laboratory turnaround-time project, an affinity diagram helps a team:

- A. Estimate a regression slope.
- B. Calculate a moving range.
- C. Select control-chart constants.
- D. Organize many ideas into meaningful groups.

20. At a field-service organization, the nominal group technique is useful when a team needs to:

- A. Generate and prioritize ideas with balanced participation.
- B. Avoid documenting decisions.
- C. Replace all customer research.
- D. Prove a causal relationship.

21. At a hospital registration process, a force-field analysis examines:

- A. Only the largest defect category.
- B. Forces that support and resist a proposed change.
- C. Only measurement-system variation.
- D. Only the process mean.

22. In a distribution-center improvement project, a communication plan should specify:

- A. Audience, message, channel, timing, and owner.
- B. Only the project budget.
- C. Only the sampling distribution.
- D. Only the test statistic.

23. A call-center Green Belt finds that which action best manages scope creep?

- A. Add every requested feature immediately.
- B. Ignore stakeholders after kickoff.
- C. Evaluate new requests against the charter before accepting them.
- D. Change the goal whenever data are inconvenient.

24. At a machining operation, a Kano analysis distinguishes requirements such as:

- A. Common and special causes.
- B. Variables and attributes only.
- C. Bias and linearity only.
- D. Basic, performance, and excitement attributes.

25. During a finance-process review, benchmarking is most helpful when a team wants to:

- A. Replace customer requirements with averages.
- B. Eliminate the need for measurement.
- C. Compare process practices or performance with relevant references.
- D. Set arbitrary specification limits.

26. For an e-commerce fulfillment team, a Gantt chart is primarily used to:

- A. Analyze a distribution shape.
- B. Display project tasks, timing, and dependencies.
- C. Test a measurement system.
- D. Estimate a defect opportunity.

27. At a food-service process, a risk register should be updated when:

- A. Only after the project is closed.
- B. Only when a control chart signals.
- C. Only when a sample mean changes.
- D. New project risks emerge or their status changes.

28. In a software support workflow, the best first response to stakeholder resistance is to:

- A. Understand concerns and connect the change to relevant benefits.
- B. Label dissenters as defects.
- C. Withhold information until implementation.
- D. Remove all opportunities for feedback.

29. For a laboratory turnaround-time project, a team charter normally documents:

- A. The final capability index.
- B. Purpose, roles, operating norms, and decision methods.
- C. The full measurement error study.
- D. The process control limits.

30. At a field-service organization, a CTQ tree is used to:

- A. Calculate takt time from demand.
- B. Determine alpha risk.
- C. Break broad customer needs into measurable requirements.
- D. Create a random number table.

31. At a hospital registration process, a project should be selected first for its:

- A. Alignment with business priorities and feasible benefit.
- B. Availability of the newest software.
- C. Number of possible meetings.
- D. Length of the project title.

32. In a distribution-center improvement project, an operational definition is important because it:

- A. Guarantees that a process is capable. in the stated situation
- B. Eliminates all sampling error. in the stated situation
- C. Sets the customer specification. in the stated situation
- D. Specifies exactly how a characteristic will be measured or classified.

33. A call-center Green Belt finds that before collecting baseline data, the team should first verify:

- A. That every potential solution is approved.
- B. That the process mean equals the target.
- C. That all variation is special cause.
- D. The measurement system is adequate for its intended use.

34. At a machining operation, repeatability refers to variation from:

- A. The same appraiser measuring the same item repeatedly.
- B. Different appraisers measuring the same item.
- C. Different suppliers using the same material.
- D. Different specification limits.

35. During a finance-process review, reproducibility refers to variation from:

- A. One appraiser repeating a reading.
- B. Different appraisers measuring the same item.
- C. One part changing over time.
- D. One customer changing a requirement.

36. For an e-commerce fulfillment team, a sampling plan should define the population, method, timing, and:

- A. Final corrective actions only.
- B. The project sponsor salary.
- C. Sample size and data-collection responsibilities.
- D. The preferred chart color.

37. At a food-service process, a histogram is most useful for displaying:

- A. Task dependencies over time.
- B. The distribution of continuous measurement data.
- C. A list of project risks.
- D. Roles on a team.

38. In a software support workflow, a Pareto chart helps a team:

- A. Prove that one factor causes another.
- B. Calculate confidence limits for a mean.
- C. Assign responsibility for a task.
- D. Prioritize categories by their cumulative contribution.

39. For a laboratory turnaround-time project, stratification is used to:

- A. Increase the specification width.
- B. Replace random sampling with judgment.
- C. Separate data into meaningful groups to expose patterns.
- D. Eliminate the need for a baseline.

40. At a field-service organization, the median is generally less affected than the mean by:

- A. Extreme observations in a skewed data set.
- B. A larger sample size.
- C. A labeled process map.
- D. A defined target value.

41. At a hospital registration process, standard deviation describes:

- A. The typical spread of values around their mean.
- B. The distance between specification limits.
- C. The number of defects per unit only.
- D. The project completion date.

42. In a distribution-center improvement project, a boxplot is useful for quickly comparing:

- A. The order of project activities.
- B. Individual customer interview notes.
- C. A SIPOC boundary.
- D. Center, spread, and possible outliers across groups.

43. A call-center Green Belt finds that a process yield measures:

- A. The width of the control limits.
- B. The cost of every defect.
- C. The proportion of units meeting requirements.
- D. The number of project sponsors.

44. At a machining operation, defects per opportunity is most appropriate when:

- A. Every unit has exactly one measurement.
- B. Units have different numbers of potential defect opportunities.
- C. Only project tasks are being tracked.
- D. No requirements have been defined.

45. During a finance-process review, a check sheet is designed to:

- A. Determine the regression equation.
- B. Set financial budgets.
- C. Replace a measurement study.
- D. Collect data consistently at the point of occurrence.

46. For an e-commerce fulfillment team, the central limit theorem supports using a normal approximation for:

- A. Any individual observation regardless of context.
- B. Only categorical data with no counts.
- C. Sample means from sufficiently large random samples.
- D. Only perfectly capable processes.

47. At a food-service process, a time plot is valuable because it can show:

- A. The detailed voice of customer.
- B. Trends, shifts, or cycles in data over time.
- C. The authority chain in a project.
- D. The final future-state map.

48. In a software support workflow, measurement bias is the difference between:

- A. Observed average measurement and a known reference value.
- B. Two customer specification limits.
- C. Two consecutive process outputs.
- D. A sample and its subgroup.

49. For a laboratory turnaround-time project, linearity in a measurement system concerns:

- A. Whether operators agree on categories.
- B. Whether the process has a queue.
- C. Whether bias changes across the measurement range.
- D. Whether a team has a charter.

50. At a field-service organization, a data-collection plan should include a clear rule for:

- A. Changing the customer target after analysis.
- B. Handling missing, unusual, or ambiguous observations.
- C. Selecting solutions before measuring.
- D. Eliminating all natural variation.

51. At a hospital registration process, a run chart differs from a control chart because a run chart:

- A. Usually lacks statistically derived control limits.
- B. Cannot display observations over time.
- C. Is used only for attribute data.
- D. Requires no operational definitions.

52. In a distribution-center improvement project, a cause-and-effect diagram is used to:

- A. Prove which cause is statistically significant.
- B. Set a project schedule.
- C. Calculate process yield.
- D. Organize potential causes of a defined problem.

53. A call-center Green Belt finds that the five-whys technique is intended to:

- A. Replace data collection with opinions.
- B. Create a control plan.
- C. Estimate a population proportion.
- D. Explore successive causal links behind a problem.

54. At a machining operation, a scatterplot is most useful for examining:

- A. The relationship between two quantitative variables.
- B. The sequence of project tasks.
- C. The wording of a charter.
- D. The ranking of stakeholders.

55. During a finance-process review, correlation alone does not establish causation because:

- A. Correlation is always zero in a process.
- B. Causation can be read from a Pareto chart.
- C. Other variables or mechanisms may explain the association.
- D. Control limits define cause automatically.

56. For an e-commerce fulfillment team, a null hypothesis typically states:

- A. The preferred solution has been proven.
- B. There is no effect or difference to detect.
- C. The process is capable.
- D. The project is complete.

57. At a food-service process, a p-value is the probability, assuming the null hypothesis, of:

- A. The null hypothesis being true.
- B. Results at least as extreme as those observed.
- C. The alternative hypothesis being false.
- D. A measurement system being accurate.

58. In a software support workflow, type I error occurs when a team:

- A. Fails to reject a false null hypothesis.
- B. Uses a larger sample size.
- C. Calculates a control limit.
- D. Rejects a true null hypothesis.

59. For a laboratory turnaround-time project, type II error occurs when a team:

- A. Fails to reject a false null hypothesis.
- B. Rejects a true null hypothesis.
- C. Uses a stratified sample.
- D. Changes a specification limit.

60. At a field-service organization, a confidence interval for a mean provides:

- A. Guaranteed individual values for every unit. in the stated situation
- B. A replacement for a control chart. in the stated situation
- C. A plausible range for the population mean based on sample data.
- D. A causal explanation by itself. in the stated situation

61. At a hospital registration process, when comparing the means of two independent groups, a common starting test is:

- A. A chi-square goodness-of-fit test only.
- B. A p chart.
- C. A SIPOC analysis.
- D. A two-sample t test.

62. In a distribution-center improvement project, when comparing defect proportions from two independent groups, use:

- A. A two-proportion test.
- B. A paired t test.
- C. An individuals chart.
- D. A Gantt chart.

63. A call-center Green Belt finds that a chi-square test of independence is appropriate for:

- A. Comparing two continuous means only.
- B. Association between two categorical variables.
- C. Calculating a process capability index.
- D. Estimating a regression slope.

64. At a machining operation, regression analysis is used to:

- A. Assign team roles. in the stated situation in the stated situation
- B. Measure appraiser agreement. in the stated situation in the stated situation
- C. Model how a response changes with one or more predictors.
- D. Create a project charter. in the stated situation

65. During a finance-process review, residual plots are examined to assess:

- A. Whether customers approve the scope.
- B. Whether a sample is random by definition.
- C. Whether regression assumptions appear reasonable.
- D. Whether a Pareto chart is sorted.

66. For an e-commerce fulfillment team, multicollinearity can make regression results difficult to interpret because:

- A. The response has no units.
- B. The sample is always too large.
- C. The chart lacks center lines.
- D. Predictors are strongly related to one another.

67. At a food-service process, an interaction means:

- A. A factor has no impact on the response.
- B. The effect of one factor depends on the level of another factor.
- C. A process has no variation. in the stated situation
- D. A measurement is perfectly accurate. in the stated situation

68. In a software support workflow, failure mode and effects analysis ranks risks using:

- A. Severity, occurrence, and detection assessments.
- B. Mean, median, and mode.
- C. Alpha, beta, and power.
- D. Scope, schedule, and budget.

69. For a laboratory turnaround-time project, a root cause should be confirmed by:

- A. Evidence showing it affects the problem and can be controlled.
- B. A single unverified opinion.
- C. Its position on a brainstorming list.
- D. The number of people who suggest it.

70. At a field-service organization, the primary purpose of a designed experiment is to:

- A. Document all project meetings.
- B. Learn causal effects of controllable factors efficiently.
- C. Create specification limits.
- D. Replace customer input.

71. At a hospital registration process, randomizing experimental runs helps protect against:

- A. The need for replication.
- B. The need for a response measure.
- C. Any possible interaction.
- D. Bias from uncontrolled time-related or nuisance effects.

72. In a distribution-center improvement project, replication in an experiment helps estimate:

- A. The project charter scope.
- B. The customer target alone.
- C. Experimental error and the reliability of observed effects.
- D. The number of process steps.

73. A call-center Green Belt finds that blocking in an experiment is used to:

- A. Eliminate every source of variation.
- B. Account for known nuisance variation while studying factors.
- C. Avoid collecting response data.
- D. Make factors identical to responses.

74. At a machining operation, a pilot is conducted before full implementation mainly to:

- A. Declare the project complete immediately. in the stated situation
- B. Replace the control plan. in the stated situation
- C. Avoid stakeholder communication. in the stated situation in the stated situation
- D. Test a proposed change on a limited scale and learn safely.

75. During a finance-process review, poka-yoke is best described as:

- A. A method that prevents or makes errors immediately visible.
- B. A technique for increasing batch sizes.
- C. A test for normality.
- D. A customer survey format.

76. For an e-commerce fulfillment team, kaizen events emphasize:

- A. Long-term data collection without action. in the stated situation
- B. Only capital-intensive redesigns. in the stated situation in the stated situation
- C. Focused, rapid improvement involving the people doing the work.
- D. Individual performance ratings. in the stated situation in the stated situation

77. At a food-service process, a future-state value-stream map should show:

- A. Only the current inspection steps.
- B. Only the project team names.
- C. Only the final capability indices.
- D. How material and information can flow after waste is reduced.

78. In a software support workflow, a solution-selection matrix helps teams:

- A. Avoid defining evaluation criteria.
- B. Replace pilot testing with votes.
- C. Compare alternatives against agreed criteria.
- D. Set control limits directly.

79. For a laboratory turnaround-time project, the theory of constraints directs improvement effort first toward:

- A. The least expensive local task.
- B. The constraint that limits overall system throughput.
- C. The process step with the newest equipment.
- D. Every step equally regardless of impact.

80. At a field-service organization, standard work supports improvement by:

- A. Making the current best method clear and repeatable.
- B. Preventing future learning.
- C. Eliminating the need for training.
- D. Allowing each operator to use any method.

81. At a hospital registration process, a mistake-proofing solution is preferred when it:

- A. Adds a final inspection without changing the cause.
- B. Depends entirely on memory.
- C. Prevents the error rather than merely detecting it later.
- D. Increases process complexity without benefit.

82. In a distribution-center improvement project, when a solution changes a regulated process, the team should first ensure:

- A. Required validation and change-control requirements are met.
- B. The pilot is hidden from process owners.
- C. The baseline data are deleted.
- D. All control limits are widened.

83. A call-center Green Belt finds that a cost-benefit analysis is most useful for:

- A. Choosing the most popular idea only.
- B. Replacing risk assessment.
- C. Estimating a p-value.
- D. Comparing expected benefits, costs, and tradeoffs of alternatives.

84. At a machining operation, implementation planning should include:

- A. Only a final presentation date.
- B. Owners, tasks, timing, resources, and risk contingencies.
- C. Only the desired financial result.
- D. Only a list of completed analyses.

85. During a finance-process review, a robust design seeks performance that is:

- A. Dependent on frequent manual adjustment.
- B. Optimized only at one ideal condition.
- C. Unrelated to customer requirements.
- D. Insensitive to normal sources of variation.

86. For an e-commerce fulfillment team, the purpose of a control plan is to:

- A. Replace the project charter. in the stated situation
- B. Eliminate the need for standard work. in the stated situation
- C. Sustain gains by specifying what to monitor and how to respond.
- D. Prove a root cause without data. in the stated situation

87. At a food-service process, common-cause variation is:

- A. A signal of a specific unusual event.
- B. The routine variation inherent in a stable process.
- C. Always caused by one operator.
- D. Identical to a specification violation.

88. In a software support workflow, special-cause variation is indicated by:

- A. A nonrandom signal suggesting an unusual influence.
- B. Any point inside control limits.
- C. A stable random pattern around the mean.
- D. A customer requirement.

89. For a laboratory turnaround-time project, control limits are based on:

- A. Customer tolerance alone.
- B. Management preference alone.
- C. Process data and expected common-cause variation.
- D. The project budget alone.

90. At a field-service organization, specification limits are established by:

- A. The latest subgroup average.
- B. The control-chart calculation alone.
- C. The number of appraisers.
- D. Customer, design, or business requirements.

91. At a hospital registration process, an X-bar and R chart is commonly used for:

- A. Individual defect counts with varying opportunities.
- B. Continuous data collected in rational subgroups.
- C. A one-time customer survey.
- D. Project milestone tracking.

92. In a distribution-center improvement project, an individuals and moving-range chart is useful when:

- A. Continuous observations are collected one at a time.
- B. Subgroups always contain five measurements.
- C. Only categorical data are available.
- D. No time order exists.

93. A call-center Green Belt finds that a p chart monitors:

- A. The count of defects per constant unit.
- B. Individual continuous measurements.
- C. The average range of subgroups.
- D. The proportion defective when sample sizes may vary.

94. At a machining operation, a c chart is appropriate for:

- A. Defective proportions with changing samples. in the stated situation
- B. Counts of defects when the area of opportunity is constant.
- C. Continuous data in subgroups. in the stated situation
- D. Project task completion. in the stated situation in the stated situation

95. During a finance-process review, a u chart is appropriate for:

- A. Defects per unit when opportunity size varies.
- B. A constant count of defects only.
- C. Individual observations only.
- D. Binary project decisions.

96. For an e-commerce fulfillment team, cp compares:

- A. Process mean with target only.
- B. Control-limit width with sample size.
- C. Specification width with process spread, ignoring centering.
- D. Defect count with opportunity count.

97. At a food-service process, C_{pk} differs from C_p because C_{pk} :

- A. Uses only customer survey data.
- B. Accounts for how centered the process is within specifications.
- C. Cannot be used with continuous data.
- D. Always exceeds C_p .

98. In a software support workflow, when a control chart signals special cause, the first step is to:

- A. Adjust the process without investigation.
- B. Recalculate specification limits.
- C. Investigate the signal and identify the assignable cause.
- D. Remove the point automatically.

99. For a laboratory turnaround-time project, a response plan should state:

- A. Only the project slogan. in the stated situation
- B. Only the historical baseline. in the stated situation
- C. Only the final financial benefit. in the stated situation
- D. Who acts, what action to take, and how to document it.

100. At a field-service organization, process ownership after project closure should be assigned to:

- A. A named person or role with authority to maintain the process.
- B. The original project team indefinitely. in the stated situation
- C. An anonymous shared mailbox. in the stated situation
- D. No one once the project closes. in the stated situation

EXAM 21: ANSWER KEY AND EXPLANATIONS

- 1. A** - Leads or supports improvement projects using data and DMAIC. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 2. D** - Remove non-value-added steps and waiting. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 3. C** - Strategic alignment, resources, and barrier removal. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 4. B** - Customer impact and measurable organizational goals. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 5. D** - Defining the high-level boundaries of a process. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 6. A** - Making process performance visible and acting on evidence. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 7. C** - Capability rather than statistical control. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 8. B** - Authorize the project and define its purpose, scope, and goals. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 9. B** - Plan communication and manage support or resistance. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 10. D** - A critical-to-quality characteristic. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 11. A** - Building customer requirements and robustness into a new design. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 12. C** - The current undesirable condition using facts, not a proposed cause. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 13. A** - Measurable critical-to-quality requirements. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions

on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

14. C - High-level process boundaries and major elements. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

15. B - Reduce invoice correction rate from 8% to 3% by 30 September. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

16. D - What is included and excluded from the project. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

17. B - Who is responsible, accountable, consulted, and informed. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

18. C - Handoffs, rework loops, and unclear ownership. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

19. D - Organize many ideas into meaningful groups. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

20. A - Generate and prioritize ideas with balanced participation. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

21. B - Forces that support and resist a proposed change. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

22. A - Audience, message, channel, timing, and owner. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

23. C - Evaluate new requests against the charter before accepting them. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

24. D - Basic, performance, and excitement attributes. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

25. C - Compare process practices or performance with relevant references. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

26. B - Display project tasks, timing, and dependencies. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

- 27. D** - New project risks emerge or their status changes. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 28. A** - Understand concerns and connect the change to relevant benefits. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 29. B** - Purpose, roles, operating norms, and decision methods. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 30. C** - Break broad customer needs into measurable requirements. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 31. A** - Alignment with business priorities and feasible benefit. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 32. D** - Specifies exactly how a characteristic will be measured or classified. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 33. D** - The measurement system is adequate for its intended use. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 34. A** - The same appraiser measuring the same item repeatedly. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 35. B** - Different appraisers measuring the same item. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 36. C** - Sample size and data-collection responsibilities. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 37. B** - The distribution of continuous measurement data. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 38. D** - Prioritize categories by their cumulative contribution. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 39. C** - Separate data into meaningful groups to expose patterns. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

sustainable.

40. A - Extreme observations in a skewed data set. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

41. A - The typical spread of values around their mean. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

42. D - Center, spread, and possible outliers across groups. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

43. C - The proportion of units meeting requirements. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

44. B - Units have different numbers of potential defect opportunities. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

45. D - Collect data consistently at the point of occurrence. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

46. C - Sample means from sufficiently large random samples. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

47. B - Trends, shifts, or cycles in data over time. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

48. A - Observed average measurement and a known reference value. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

49. C - Whether bias changes across the measurement range. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

50. B - Handling missing, unusual, or ambiguous observations. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

51. A - Usually lacks statistically derived control limits. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

52. D - Organize potential causes of a defined problem. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

- 53. D** - Explore successive causal links behind a problem. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 54. A** - The relationship between two quantitative variables. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 55. C** - Other variables or mechanisms may explain the association. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 56. B** - There is no effect or difference to detect. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 57. B** - Results at least as extreme as those observed. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 58. D** - Rejects a true null hypothesis. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 59. A** - Fails to reject a false null hypothesis. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 60. C** - A plausible range for the population mean based on sample data. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 61. D** - A two-sample t test. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 62. A** - A two-proportion test. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 63. B** - Association between two categorical variables. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 64. C** - Model how a response changes with one or more predictors. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 65. C** - Whether regression assumptions appear reasonable. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 66. D** - Predictors are strongly related to one another. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

67. B - The effect of one factor depends on the level of another factor. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

68. A - Severity, occurrence, and detection assessments. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

69. A - Evidence showing it affects the problem and can be controlled. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

70. B - Learn causal effects of controllable factors efficiently. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

71. D - Bias from uncontrolled time-related or nuisance effects. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

72. C - Experimental error and the reliability of observed effects. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

73. B - Account for known nuisance variation while studying factors. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

74. D - Test a proposed change on a limited scale and learn safely. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

75. A - A method that prevents or makes errors immediately visible. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

76. C - Focused, rapid improvement involving the people doing the work. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

77. D - How material and information can flow after waste is reduced. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

78. C - Compare alternatives against agreed criteria. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

- 79. B** - The constraint that limits overall system throughput. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 80. A** - Making the current best method clear and repeatable. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 81. C** - Prevents the error rather than merely detecting it later. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 82. A** - Required validation and change-control requirements are met. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 83. D** - Comparing expected benefits, costs, and tradeoffs of alternatives. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 84. B** - Owners, tasks, timing, resources, and risk contingencies. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 85. D** - Insensitive to normal sources of variation. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 86. C** - Sustain gains by specifying what to monitor and how to respond. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 87. B** - The routine variation inherent in a stable process. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 88. A** - A nonrandom signal suggesting an unusual influence. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 89. C** - Process data and expected common-cause variation. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 90. D** - Customer, design, or business requirements. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.
- 91. B** - Continuous data collected in rational subgroups. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

92. A - Continuous observations are collected one at a time. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

93. D - The proportion defective when sample sizes may vary. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

94. B - Counts of defects when the area of opportunity is constant. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

95. A - Defects per unit when opportunity size varies. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

96. C - Specification width with process spread, ignoring centering. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

97. B - Accounts for how centered the process is within specifications. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

98. C - Investigate the signal and identify the assignable cause. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

99. D - Who acts, what action to take, and how to document it. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.

100. A - A named person or role with authority to maintain the process. In this scenario, that choice applies the appropriate Six Sigma principle. The other options name a different tool, phase, or objective and would not resolve the issue described. Green Belts should base decisions on customer requirements, process evidence, and the charter to keep improvements focused, measurable, and sustainable.