

SIX SIGMA GREEN BELT STUDY GUIDE 2026-2027 - EXAM 22 (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. In a municipal-services project, a supplier, input, process, output, customer diagram is most useful for:

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

2. During a medical-device assembly review, the strongest business case for a Green Belt project links the problem to:

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

3. At an insurance-claims operation, 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. in this project
- D. Owns every process without a sponsor.

4. For a retail replenishment team, which practice most directly supports a culture of continuous improvement?

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

5. In a university admissions process, which measure most directly reflects a customer-critical requirement?

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

6. At a beverage-packaging line, a process is operating at a stable average but cannot meet customer requirements. This is chiefly a problem of:

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

7. For a hotel housekeeping workflow, a stakeholder analysis is most useful early in a project because it helps the team:

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

8. In a procurement-cycle project, what is the purpose of a project charter?

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

9. At an aircraft-maintenance support process, an executive champion primarily provides:

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

10. For a customer billing team, a process has a long queue and repeated handoffs, but customers value neither. Which Lean focus is most appropriate?

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

11. In a municipal-services project, a process map is especially valuable in Define because it can reveal:

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

12. During a medical-device assembly review, an affinity diagram helps a team:

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

13. At an insurance-claims operation, project scope should explicitly identify:

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

14. For a retail replenishment team, a problem statement should describe:

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

15. In a university admissions process, a SIPOC is normally developed at what level?

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

16. At a beverage-packaging line, 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

17. For a hotel housekeeping workflow, 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. in this project
- D. How to set subgroup size. in this project

18. In a procurement-cycle project, the nominal group technique is useful when a team needs to:

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

19. At an aircraft-maintenance support process, design for Six Sigma is distinguished by its emphasis on:

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

20. For a customer billing team, a call-center Green Belt finds that voice of the customer data are translated into:

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

21. In a municipal-services project, the best first response to stakeholder resistance is to:

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

22. During a medical-device assembly review, a CTQ tree is used to:

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

23. At an insurance-claims operation, a Kano analysis distinguishes requirements such as:

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

24. For a retail replenishment team, a Gantt chart is primarily used to:

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

25. In a university admissions process, a communication plan should specify:

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

26. At a beverage-packaging line, a risk register should be updated when:

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

27. For a hotel housekeeping workflow, a force-field analysis examines:

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

28. In a procurement-cycle project, a team charter normally documents:

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

29. At an aircraft-maintenance support process, a call-center Green Belt finds that which action best manages scope creep?

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

30. For a customer billing team, benchmarking is most helpful when a team wants to:

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

31. In a municipal-services project, repeatability refers to variation from:

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

32. During a medical-device assembly review, a sampling plan should define the population, method, timing, and:

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

33. At an insurance-claims operation, an operational definition is important because it:

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

34. For a retail replenishment team, a histogram is most useful for displaying:

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

35. In a university admissions process, a project should be selected first for its:

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

36. At a beverage-packaging line, 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.

37. For a hotel housekeeping workflow, stratification is used to:

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

38. In a procurement-cycle project, the median is generally less affected than the mean by:

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

39. At an aircraft-maintenance support process, a Pareto chart helps a team:

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

40. For a customer billing team, reproducibility refers to variation from:

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

41. In a municipal-services project, defects per opportunity is most appropriate when:

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

42. During a medical-device assembly review, the central limit theorem supports using a normal approximation for:

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

43. At an insurance-claims operation, standard deviation describes:

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

44. For a retail replenishment team, measurement bias is the difference between:

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

45. In a university admissions process, a time plot is valuable because it can show:

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

46. At a beverage-packaging line, a check sheet is designed to:

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

47. For a hotel housekeeping workflow, a data-collection plan should include a clear rule for:

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

48. In a procurement-cycle project, a boxplot is useful for quickly comparing:

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

49. At an aircraft-maintenance support process, a call-center Green Belt finds that a process yield measures:

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

50. For a customer billing team, linearity in a measurement system concerns:

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

51. In a municipal-services project, 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. in this project
- C. Is used only for attribute data.
- D. Requires no operational definitions. in this project

52. During a medical-device assembly review, a null hypothesis typically states:

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

53. At an insurance-claims operation, a p-value is the probability, assuming the null hypothesis, of:

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

54. For a retail replenishment team, type I error occurs when a team:

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

55. In a university admissions process, a scatterplot is most useful for examining:

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

56. At a beverage-packaging line, a cause-and-effect diagram is used to:

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

57. For a hotel housekeeping workflow, a call-center Green Belt finds that the five-whys technique is intended to:

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

58. In a procurement-cycle project, type II error occurs when a team:

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

59. At an aircraft-maintenance support process, correlation alone does not establish causation because:

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

60. For a customer billing team, a confidence interval for a mean provides:

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

61. In a municipal-services project, failure mode and effects analysis ranks risks using:

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

62. During a medical-device assembly review, 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

63. At an insurance-claims operation, residual plots are examined to assess:

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

64. For a retail replenishment team, the primary purpose of a designed experiment is to:

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

65. In a university admissions process, when comparing defect proportions from two independent groups, use:

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

66. At a beverage-packaging line, multicollinearity can make regression results difficult to interpret because:

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

67. For a hotel housekeeping workflow, regression analysis is used to:

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

68. In a procurement-cycle project, a root cause should be confirmed by:

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

69. At an aircraft-maintenance support process, when comparing the means of two independent groups, a common starting test is:

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

70. For a customer billing team, a call-center Green Belt finds that a chi-square test of independence is appropriate for:

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

71. In a municipal-services project, a solution-selection matrix helps teams:

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

72. During a medical-device assembly review, a call-center Green Belt finds that blocking in an experiment is used to:

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

73. At an insurance-claims operation, poka-yoke is best described as:

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

74. For a retail replenishment team, the theory of constraints directs improvement effort first toward:

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

75. In a university admissions process, kaizen events emphasize:

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

76. At a beverage-packaging line, a pilot is conducted before full implementation mainly to:

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

77. For a hotel housekeeping workflow, randomizing experimental runs helps protect against:

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

78. In a procurement-cycle project, replication in an experiment helps estimate:

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

79. At an aircraft-maintenance support process, a future-state value-stream map should show:

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

80. For a customer billing team, standard work supports improvement by:

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

81. In a municipal-services project, control limits are based on:

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

82. During a medical-device assembly review, 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. Prove a root cause without data. in the stated situation
- D. Sustain gains by specifying what to monitor and how to respond.

83. At an insurance-claims operation, implementation planning should include:

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

84. For a retail replenishment team, special-cause variation is indicated by:

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

85. In a university admissions process, common-cause variation is:

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

86. At a beverage-packaging line, specification limits are established by:

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

87. For a hotel housekeeping workflow, when a solution changes a regulated process, the team should first ensure:

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

88. In a procurement-cycle project, a mistake-proofing solution is preferred when it:

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

89. At an aircraft-maintenance support process, a robust design seeks performance that is:

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

90. For a customer billing team, 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. in this project
- C. Estimating a p-value. in this project
- D. Comparing expected benefits, costs, and tradeoffs of alternatives.

91. In a municipal-services project, cpk differs from Cp because Cpk:

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

92. During a medical-device assembly review, an X-bar and R chart is commonly used for:

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

93. At an insurance-claims operation, a response plan should state:

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

94. For a retail replenishment team, a call-center Green Belt finds that a p chart monitors:

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

95. In a university admissions process, 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

96. At a beverage-packaging line, when a control chart signals special cause, the first step is to:

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

97. For a hotel housekeeping workflow, an individuals and moving-range chart is useful when:

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

98. In a procurement-cycle project, cp compares:

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

99. At an aircraft-maintenance support process, 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

100. For a customer billing team, a u chart is appropriate for:

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

EXAM 22: ANSWER KEY AND EXPLANATIONS

1. **B** - Defining the high-level boundaries of a process. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
2. **C** - Customer impact and measurable organizational goals. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
3. **A** - Leads or supports improvement projects using data and DMAIC. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
4. **D** - Making process performance visible and acting on evidence. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
5. **D** - A critical-to-quality characteristic. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
6. **C** - Capability rather than statistical control. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
7. **B** - Plan communication and manage support or resistance. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
8. **A** - Authorize the project and define its purpose, scope, and goals. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
9. **B** - Strategic alignment, resources, and barrier removal. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
10. **A** - Remove non-value-added steps and waiting. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
11. **D** - Handoffs, rework loops, and unclear ownership. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
12. **C** - Organize many ideas into meaningful groups. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
13. **C** - What is included and excluded from the project. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
14. **A** - The current undesirable condition using facts, not a proposed cause. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.

- 15. D** - High-level process boundaries and major elements. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 16. B** - Reduce invoice correction rate from 8% to 3% by 30 September. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 17. B** - Who is responsible, accountable, consulted, and informed. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 18. A** - Generate and prioritize ideas with balanced participation. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 19. C** - Building customer requirements and robustness into a new design. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 20. D** - Measurable critical-to-quality requirements. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 21. B** - Understand concerns and connect the change to relevant benefits. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 22. D** - Break broad customer needs into measurable requirements. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 23. A** - Basic, performance, and excitement attributes. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 24. C** - Display project tasks, timing, and dependencies. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 25. D** - Audience, message, channel, timing, and owner. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 26. B** - New project risks emerge or their status changes. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 27. C** - Forces that support and resist a proposed change. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 28. A** - Purpose, roles, operating norms, and decision methods. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 29. A** - Evaluate new requests against the charter before accepting them. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.

- 30. B** - Compare process practices or performance with relevant references. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 31. D** - The same appraiser measuring the same item repeatedly. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 32. C** - Sample size and data-collection responsibilities. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 33. B** - Specifies exactly how a characteristic will be measured or classified. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 34. C** - The distribution of continuous measurement data. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 35. A** - Alignment with business priorities and feasible benefit. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 36. D** - The measurement system is adequate for its intended use. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 37. B** - Separate data into meaningful groups to expose patterns. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 38. A** - Extreme observations in a skewed data set. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 39. C** - Prioritize categories by their cumulative contribution. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 40. D** - Different appraisers measuring the same item. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 41. A** - Units have different numbers of potential defect opportunities. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 42. B** - Sample means from sufficiently large random samples. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 43. D** - The typical spread of values around their mean. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.

- 44. C** - Observed average measurement and a known reference value. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 45. D** - Trends, shifts, or cycles in data over time. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 46. C** - Collect data consistently at the point of occurrence. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 47. A** - Handling missing, unusual, or ambiguous observations. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 48. B** - Center, spread, and possible outliers across groups. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 49. D** - The proportion of units meeting requirements. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 50. B** - Whether bias changes across the measurement range. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 51. A** - Usually lacks statistically derived control limits. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 52. C** - There is no effect or difference to detect. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 53. A** - Results at least as extreme as those observed. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 54. B** - Rejects a true null hypothesis. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 55. D** - The relationship between two quantitative variables. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 56. C** - Organize potential causes of a defined problem. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 57. D** - Explore successive causal links behind a problem. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 58. C** - Fails to reject a false null hypothesis. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.

- 59. B** - Other variables or mechanisms may explain the association. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 60. A** - A plausible range for the population mean based on sample data. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 61. C** - Severity, occurrence, and detection assessments. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 62. B** - The effect of one factor depends on the level of another factor. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 63. A** - Whether regression assumptions appear reasonable. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 64. D** - Learn causal effects of controllable factors efficiently. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 65. D** - A two-proportion test. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 66. C** - Predictors are strongly related to one another. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 67. A** - Model how a response changes with one or more predictors. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 68. B** - Evidence showing it affects the problem and can be controlled. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 69. C** - A two-sample t test. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 70. D** - Association between two categorical variables. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 71. B** - Compare alternatives against agreed criteria. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 72. A** - Account for known nuisance variation while studying factors. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 73. D** - A method that prevents or makes errors immediately visible. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.

- 74. C** - The constraint that limits overall system throughput. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 75. A** - Focused, rapid improvement involving the people doing the work. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 76. B** - Test a proposed change on a limited scale and learn safely. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 77. D** - Bias from uncontrolled time-related or nuisance effects. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 78. C** - Experimental error and the reliability of observed effects. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 79. B** - How material and information can flow after waste is reduced. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 80. A** - Making the current best method clear and repeatable. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 81. B** - Process data and expected common-cause variation. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 82. D** - Sustain gains by specifying what to monitor and how to respond. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 83. C** - Owners, tasks, timing, resources, and risk contingencies. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 84. A** - A nonrandom signal suggesting an unusual influence. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 85. A** - The routine variation inherent in a stable process. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 86. D** - Customer, design, or business requirements. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 87. C** - Required validation and change-control requirements are met. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 88. B** - Prevents the error rather than merely detecting it later. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.

- 89. B** - Insensitive to normal sources of variation. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 90. D** - Comparing expected benefits, costs, and tradeoffs of alternatives. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 91. A** - Accounts for how centered the process is within specifications. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 92. C** - Continuous data collected in rational subgroups. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 93. B** - Who acts, what action to take, and how to document it. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 94. C** - The proportion defective when sample sizes may vary. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 95. A** - A named person or role with authority to maintain the process. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 96. D** - Investigate the signal and identify the assignable cause. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 97. A** - Continuous observations are collected one at a time. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 98. C** - Specification width with process spread, ignoring centering. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 99. B** - Counts of defects when the area of opportunity is constant. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.
- 100. D** - Defects per unit when opportunity size varies. This answer fits the project scenario because it applies the relevant concept to the stated condition. The distractors point to different tools, phases, or purposes and would not directly address the issue. Use customer requirements, process data, and project boundaries to select a measurable, sustainable improvement action.