ASQ

Exam Questions CSSBB

Certified Six Sigma Black Belt

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NEW QUESTION 1
- (Topic 1)
Deming called the technique of studying a sample to gain understanding of the distribution of a population an “enumerative study.” His main objection to these studies was:

A. they are too difficult to perform correctly
B. they require extensive use of computers
C. they assume a stable distribution
D. random samples are expensive to obtain
E. these studies have a high probability of Type II error

Answer: C

NEW QUESTION 2
- (Topic 1)
Calculate the interaction effect

Run #	A	B	Ave. Response
1	–	–	129
2	–	+	133
3	+	–	86
4	+	+	80

A. 1.5
B. 205
C. –5
D. 17
E. –17

Answer: C

NEW QUESTION 3
- (Topic 1)
Samples of size n=36 are randomly selected from a population with mean = 125 and variance 12. Find the variance of the distribution of sample means.

A. .333
B. .577
C. 2
D. 3.464
E. 12

Answer: A

NEW QUESTION 4
- (Topic 1)
The management team in the above problem assigns each goal a numerical value designating its importance. The “bulls eyes,” circles and triangles are replaced by the values 3, 2 and 1 respectively. Entries are made in each box by multiplying the 3, 2 or 1 by the goal value. The importance of each activity is calculated by adding the entries in its row.

	#1 (5)	#2 (8)	#3 (2)	Total
Activity #1	3 (15)			45
Activity #1		1 (8)	2 (4)	12
Activity #1	2 (10)	3 (24)		34
etc.				

A. Affinity diagram
B. Inter-relationship digraph
C. Tree diagram
D. Process decision program chart
E. Matrix diagram
F. Prioritization matrix

Answer: F

NEW QUESTION 5
- (Topic 1)

	size			
	.500	.625	.750	.875
Nut	146	300	74	41
Washer	280	276	29	32
Bolt	160	214	85	55

This table displays the inventory of fasteners in a storage cabinet. An item is selected at random from the fastener cabinet. Find the approximate probability it is a 1/2 inch bolt.

A. .65
B. .30
C. .09
D. .35
E. none of the above

Answer: C

NEW QUESTION 6
- (Topic 1)
(Refer to the previous problem) The variance of the five replications for each run is calculated. Most of these variances are approximately equal but two are significantly lower than the others. The experimenters would be especially interested in those two runs if they want to optimize:

A. dissolution time
B. interactions
C. main effects
D. robustness
E. degrees of freedom

Answer: D

NEW QUESTION 7
- (Topic 1)
A population of size 1,000,000 has mean 42 and standard deviation 6. Sixty random samples, each of size 15 are selected. According to the Central Limit Theorem the distribution of the sixty sample means has a standard deviation of approximately:

A. 6
B. 6/42
C. 6/15
D. 6/ 15
E. none of the above

Answer: D

NEW QUESTION 8
- (Topic 1)
The word “champion” in the context of Six Sigma projects refers to:

A. the team that has had the most impact on the bottom line.
B. the person who has coordinated teams most effectively
C. the individual who has outpaced all others in six sigma knowledge
D. none of the above

Answer: D

NEW QUESTION 9
- (Topic 1)
George is an employee of Black, Inc. John is George’s internal customer. Which statement is true?

A. John is employed by Black, Inc.
B. John is employed by another company that supplies material to Black, Inc.
C. John is employed by a company that purchases material from black, Inc.
D. John is employed by another company that has a fiduciary agreement with Black, Inc.
E. John is employed by another company as an internal auditor.

Answer: A

NEW QUESTION 10
- (Topic 1)
A random sample of 2500 printed brochures is found to have a total of three ink splotches. The rate of ink splotches in PPM is:

A. 1,000,000 ÷ 2500 × 3
B. 2500 ÷ 1,000,000 × 3
C. 3 ÷ 2500 × 1,000,000
D. 3 × 2500 ÷ 1,000,000

Answer: C

NEW QUESTION 10
- (Topic 1)
If the probability that event A occurs is .51, the probability that event B occurs is .64 and events A and B are statistically independent then:

A. A and B are mutually exclusive
B. the probability that both A and B occur is 0.3264
C. A and B can't both occur
D. the probability that A occurs is 1-(probability that B occurs)
E. A and B have different standard deviations

Answer: B

NEW QUESTION 15
- (Topic 1)
This table displays the inventory of fasteners in a storage cabinet. An item is selected at random from the fastener cabinet. Find the approximate probability it is size 3/4.

	size			
	.500	.625	.750	.875
Nut	146	300	74	41
Washer	280	276	29	32
Bolt	160	214	85	55

A. .85
B. .185
C. .03
D. .11
E. none of the above

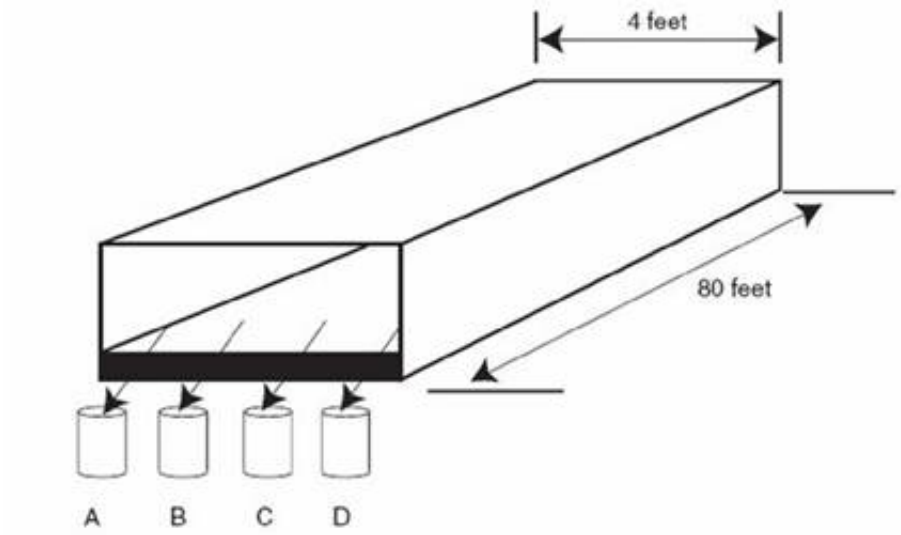
Answer: D

NEW QUESTION 20
- (Topic 1)
The following data were collected on the diameters of turned shafts: 2.506 2.508 2.505 2.505. These values are: I. Attribute data II. Discrete data III. Variables data IV. Continuous data

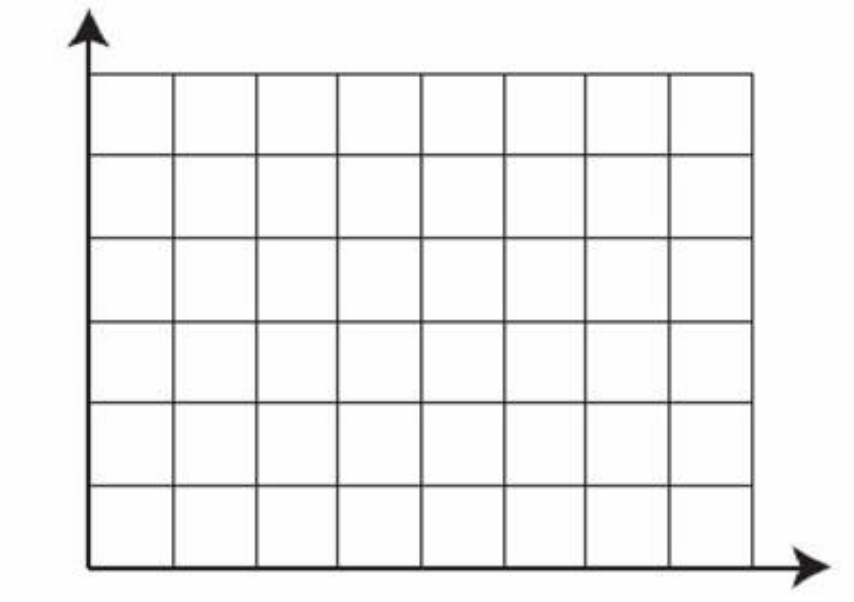
A. I and II A stable, normally distributed process with specification 3.50 .03 has = = .016. What percent of the production violates specification?
B. I only
C. II only
D. I and IV
E. III and IV

Answer: E

NEW QUESTION 22
- (Topic 1)
SCENARIO A Six Sigma team is measuring the moisture content of corn starch as it leaves the conveyer belt of a dryer. They collect one sample four cups of starch at times indicated in the chart at fixed locations labeled A, B, C, and D across the end of the belt. See the diagram below.



Find the equation of the regression line for these sample data points: (1, 7) (3, 3) (3, 2) (5, –1)



A. y = 10.8 – 2.9x
B. y = 12.9 + 5.2x
C. y = 16 – 3.7x
D. y = 8.75 – 2x
E. y = 22.6 – 4.8x

Answer: D

NEW QUESTION 24
- (Topic 1)
A team wants a technique for determining and displaying priorities based on frequency of various defect types. They should use:

A. written and diagrammed work instructions
B. flow charts and process maps
C. cause and effect diagrams
D. Pareto chart
E. relationship matrix

Answer: D

NEW QUESTION 25
- (Topic 1)
An experiment has seven factors with two levels each. The experiment has eight runs. This experimental design is called:

A. full factorial design
B. half fractional factorial design
C. interaction
D. none of the above

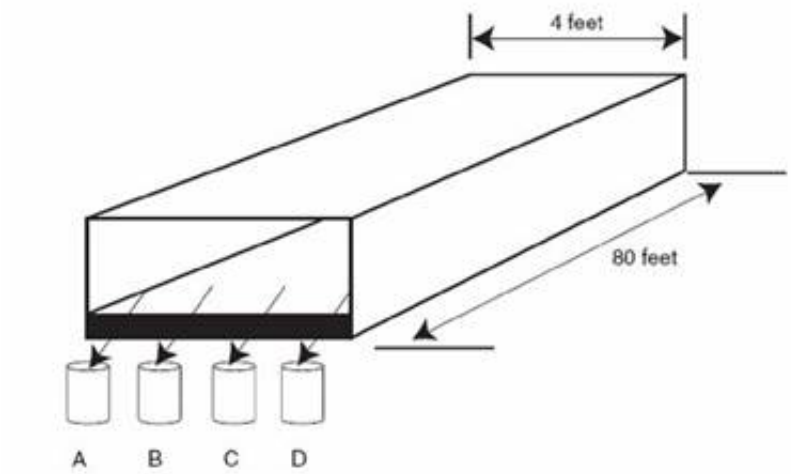
Answer: D

NEW QUESTION 26
- (Topic 1)
There are 14 different defects that can occur on a completed time card. The payroll department collects 328 cards and finds a total of 87 defects. DPU =

A. 87 ÷ 328
B. 87 ÷ (328 × 14)
C. 14 ÷ 87
D. 87 ÷ 14
E. 328 ÷ 87
F. 87 × 1,000,000 ÷ (14 × 328)

Answer: A

NEW QUESTION 27
- (Topic 1)
SCENARIO A Six Sigma team is measuring the moisture content of corn starch as it leaves the conveyer belt of a dryer. They collect one sample four cups of starch at times indicated in the chart at fixed locations labeled A, B, C, and D across the end of the belt. See the diagram below.



Find the sample linear correlation coefficient and the sample coefficient of determination for the data in problem VI.11.

A. 0.83, 0.69
B. 0.49, 0.24
C. 0.74, 0.55
D. 0.33, 0.11

Answer: B

NEW QUESTION 30
- (Topic 1)
A team wants a technique for obtaining a large number of possible reasons for excess variation in a dimension. They should use:

A. written and diagrammed work instructions
B. flow charts and process maps
C. cause and effect diagrams
D. Pareto chart
E. relationship matrix

Answer: C

NEW QUESTION 31
- (Topic 1)
An automatic gaging system is to be installed in a process. The gage will insert data values into a data base from which machine adjustments will be made automatically. A critical factor in specifying the equipment is:

A. communication link between gage and computer
B. compatibility of software in the gage and in the computer
C. adequate manual over-rides
D. all of the above

Answer: D

NEW QUESTION 36
- (Topic 1)
P(A) = .42, P(B) = .58, P(A&B) = .10. Are A and B (statistically) independent?

A. yes
B. no

Answer: B

NEW QUESTION 38
- (Topic 1)
Find the value of (3) in the ANOVA table. Assume:

$\alpha = 0.10$

ANOVA Table

Source	SS	df	MS	F ratio	F crit	P-value
x	1.48	1	(1)	(2)	(3)	(4)
Y	18.6	1	(5)	(6)	(7)	(8)
xxY	12.2	1	(9)	(10)	(11)	(12)
Error	2.1	4	(13)			

A. 16.4
B. 3.2
C. 18.6
D. 23.2
E. 4.54
F. 12.2
G. 0.525
H. 2.82
I. 1.48
J. 35.4
K. 0.10<P<1
L. 0.05<P<0.10
M. 0.01<P<0.05
N. 0.005<P<0.01
O. 0<P<0.005

Answer: E

NEW QUESTION 41
- (Topic 1)
This table displays the inventory of fasteners in a storage cabinet. A bolt is selected at random from the fastener cabinet. Find the approximate probability it is size 7/8.

	size			
	.500	.625	.750	.875
Nut	146	300	74	41
Washer	280	276	29	32
Bolt	160	214	85	55

A. 11
B. .08
C. .09
D. .30
E. none of the above

Answer: A

NEW QUESTION 43
- (Topic 1)
The Toronto plant produces appliances in the following distribution: Type A 23% Type B 42% Type C 35% A random sample of 300 appliances from the Texas plant has the following distribution: Type A 73 Type B 111 Type C 116 Is the distribution of appliances at the Texas plant the same as that at the Toronto plant?

A. yes
B. no

Answer: B

NEW QUESTION 48
- (Topic 1)
A population of size 1,000,000 has mean 42 and standard deviation 6. Sixty random samples, each of size 15 are selected. According to the Central Limit Theorem the distribution of the sixty sample means has a mean of approximately:

A. 42
B. 42/6
C. 42/15
D. 42/ 15
E. none of the above

Answer: A

NEW QUESTION 51
- (Topic 1)
A _____ from a sample is used to estimate a population _____. The two words that best fill these blanks are:

A. item, value
B. value, statistic

C. statistic, parameter
D. parameter, value
E. parameter, statistic

Answer: C

NEW QUESTION 55
- (Topic 1)
After a team has engaged in diversion activities they may need to employ a tool for conversion. Examples of such a tool are: I. nominal group technique II. multivoting III. cause and effect diagram IV. activity network diagram V. matrix diagrams

A. III and IV
B. IV and V
C. II and III
D. I and II

Answer: D

NEW QUESTION 58
- (Topic 1)
= 0.05 A sample of size 50 from machine A has a mean of 18.2 and standard deviation 3.1. A sample of size 40 from machine B has mean 17.6 and standard deviation 2.8. Do these data indicate that the population for machine A has a larger mean? Assume the populations are normal.

A. yes
B. no

Answer: B

NEW QUESTION 61
- (Topic 1)
The quality leader most associated with the concept of robustness:

A. Juran
B. Ishikawa
C. Crosby
D. Feigenbaum
E. Taguchi
F. none of the above

Answer: E

NEW QUESTION 62
- (Topic 1)
An engineer wants to try two hardening ovens to see whether they have different hardness scores. She cuts 8 pieces of bar stock in half, putting half of each in oven A and the other half in oven B. The following data are collected: Do the data indicate that the ovens have different average scores? Assume differences are normally distributed.

Piece #	1	2	3	4	5	6	7	8
Oven A	20.3	19.7	21.4	22.0	21.6	21.0	20.8	20.8
Oven B	19.7	20.0	20.1	21.2	21.4	20.7	21.0	19.6

A. yes
B. no

Answer: B

NEW QUESTION 66
- (Topic 1)
A team wants a technique for displaying the connection between various customer needs and various features on a product. They should use:

A. written and diagrammed work instructions
B. flow charts and process maps
C. cause and effect diagrams
D. Pareto chart
E. relationship matrix

Answer: E

NEW QUESTION 70
- (Topic 1)
A team studies a coil steel banding process and makes five changes resulting in productivity improvements of 2%, 2.8%, 2.4%, 2% and 3% respectively. These

improvements are best described by which approach to problem solving?

A. 5S
B. Poka yoke
C. Kaizen
D. PDCA
E. Re-engineering

Answer: C

NEW QUESTION 73
- (Topic 1)
P(A) = .42, P(B) = .58 P(A&B) = .10. Are A and B mutually exclusive (or disjoint)?

A. yes
B. no

Answer: B

NEW QUESTION 77
- (Topic 1)
The leader in the quality movement who recommended that organizations “eliminate numerical quotas for the work force and numerical goals for management.” :

A. Juran
B. Ishikawa
C. Crosby
D. Feigenbaum
E. Taguchi
F. none of the above

Answer: F

NEW QUESTION 80
- (Topic 1)
Find the value of (2) in the ANOVA table. Assume:

$$\alpha = 0.10$$

ANOVA Table

Source	SS	df	MS	F ratio	F crit	P-value
x	1.48	1	(1)	(2)	(3)	(4)
Y	18.6	1	(5)	(6)	(7)	(8)
xxY	12.2	1	(9)	(10)	(11)	(12)
Error	2.1	4	(13)			

A. 16.4
B. 3.2
C. 18.6
D. 23.2
E. 4.54
F. 12.2
G. 0.525
H. 2.82
I. 1.48
J. 35.4
K. 0.10<P<1
L. 0.05<P<0.10
M. 0.01<P<0.05
N. 0.005<P<0.01
O. 0<P<0.005

Answer: H

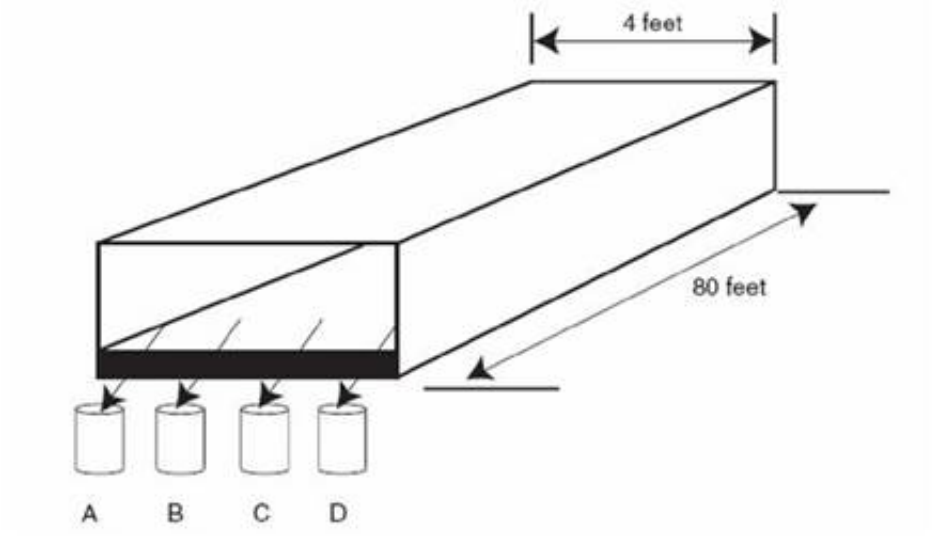
NEW QUESTION 81
- (Topic 1)
= 0.05 In problem 1, do the data indicate that the population for machine A has a larger standard deviation?

A. yes
B. no

Answer: B

NEW QUESTION 83
- (Topic 1)

SCENARIO A Six Sigma team is measuring the moisture content of corn starch as it leaves the conveyer belt of a dryer. They collect one sample four cups of starch at times indicated in the chart at fixed locations labeled A, B, C, and D across the end of the belt. See the diagram below.



The data for a nine hour period are:

	% moisture									
	12:00	12:10	12:20	4:00	4:10	4:20	8:00	8:10	8:20	8:40
A	12.0	14.2	12.9	14.1	12.5	13.8	14.4	13.0	14.2	14.3
B	15.0	15.2	15.6	15.0	13.8	15.4	15.8	16.0	15.2	15.3
C	12.3	14.8	13.2	13.2	14.9	14.0	14.5	15.3	14.0	16.0
D	12.6	12.2	14.0	12.6	13.0	14.0	13.1	14.8	13.8	12.9

Which type of variation dominates? (Hint: Plot the points on the graph above.)

A. within sample
B. sample to sample within the hour
C. hour to hour
D. none of the above

Answer: A

NEW QUESTION 87
- (Topic 2)
In a certain sampling situation, = 0, = 0.08. The power of the sampling plan in this case is:

A. 0.08
B. 1.00
C. 0.92

Answer: D

Explanation:

The formula for power of sampling plan is (1-) = 1-0.08 = 0.92

NEW QUESTION 92
- (Topic 2)
The following is a set of individual measurements: 3 5 4 5 6 3 4 3 2 4 5 6 5 7 6 4 5 5 8 7 6 6 7 7 4
Find the control limits for the individuals chart.

A. .7 and 11.2
B. 1.6 and 8.6
C. 2.7 and 7.5
D. none of the above

Answer: D

NEW QUESTION 97
- (Topic 2)
The critical value(s) is/are:

A. 1.645
B. 1.96
C. 1.645
D. 1.96

Answer: A

NEW QUESTION 101
- (Topic 2)
An assembly line has 3 × 3 squares painted behind each person. Signs indicate the parts and quantities that should be placed there. This is an example of:

A. visual factory
B. kanban
C. poka-yoke
D. standard work
E. set up time reduction (SMED)

Answer: B

NEW QUESTION 104
- (Topic 2)
The word takt is closest to the theory of constraints word:

A. drum
B. buffer
C. rope
D. constraint

Answer: A

NEW QUESTION 109
- (Topic 2)
An important step in determining the VOC is:

A. establish viable or comprehensive process feedback loops
B. ascertain the principles that are values of the corporation
C. identify the customer
D. measure the virtual operating continuum potential
E. all of the above
F. none of the above

Answer: C

NEW QUESTION 110
- (Topic 2)
The formula for reliability during constant failure rate conditions is: Use this formula to find the reliability of a product at 800 hours if MTBF = 600 hours.

A. 0.87
B. 0.78
C. 0.37
D. 0.26
E. none of the above

Answer: D

NEW QUESTION 111
- (Topic 2)
The overall tolerance for three components in series in an electrical circuit Is+ 10 . Assuming normal, stable, capable processes produce the components, use stack tolerance techniques to find a set of tolerances for the three components.

A. 3, 3 and 4 respectively
B. 7, 7 and 6 respectively
C. 8, 8 and 8 respectively
D. 10, 10 and 14 respectively

Answer: D

NEW QUESTION 112
- (Topic 2)
A control chart is to be used to display the number of non-conducting diodes. Each point on the chart represent the number of bad diodes in a box of 1000. The appropriate control chart to use is:

A. x-bar and R
B. median
C. individual and moving range
D. p
E. np

F. u
G. c

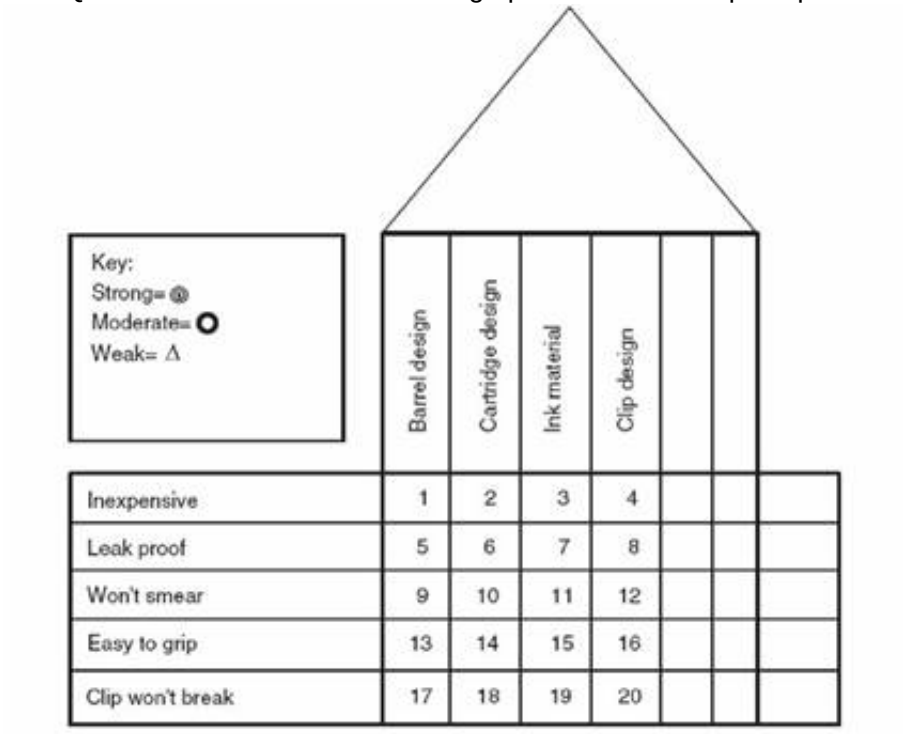
Answer: E

NEW QUESTION 117
- (Topic 2)
A set of data from a process has 8 readings per sample and 50 samples. The mean of the 50 sample means is 12.62. The mean of the 50 ranges is 0.18.A customer requires that SPC charts be done on their forms which have spaces for only 5 readings per sample. What should be the UCL and LCL for tbe new averages chart?

A. 12.53 and 12.71
B. 12.58 and 12.66
C. 11.61 and 13.63
D. none of the above

Answer: A

NEW QUESTION 119
- (Topic 2)
This QFD matrix was used in the design process for a ball point pen. What symbol is appropriate for the square labeled 9?



A.
B.
C.

A. none of the above

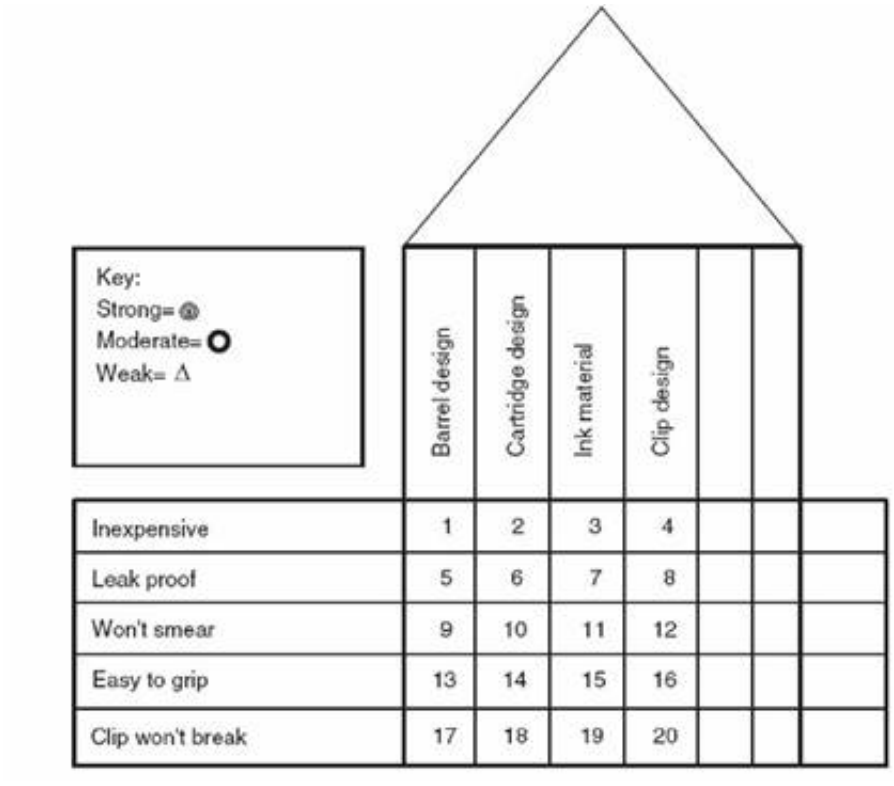
Answer: D

NEW QUESTION 124
- (Topic 2)
A process shows the following number of defects. Each sample size for this process is 85. 3 8 2 7 7 6 8 8 9 5
What control chart should be used?

A. x-bar and R
B. median
C. individual and moving range
D. p
E. np
F. c
G. u
H. none of the above

Answer: F

NEW QUESTION 126
- (Topic 2)
This QFD matrix was used in the design process for a ball point pen. What symbol is appropriate for the square labeled 5?



A.
B.
C.

A. none of the above

Answer: A

NEW QUESTION 129
- (Topic 2)
A team wants to make a schedule for a project showing which tasks must be done sequentially and which may be done simultaneously. Which tool is most appropriate?

A. matrix diagram
B. cause and effect diagram
C. process decision program chart
D. affinity diagram
E. activity network diagram
F. tree diagram
G. prioritization matrix
H. matrix diagram
I. interrelationship digraph

Answer: E

NEW QUESTION 132
- (Topic 2)
SMED is an acronym for activity that:

A. involves housekeeping in the work area
B. makes mistakes of a certain type impossible
C. emphasizes the pull of the customer
D. reduces set up time
E. none of the above
F. all of the above

Answer: D

NEW QUESTION 136
- (Topic 2)
An indication of the experimental error is available because the design has:

A. multiple replications
B. multiple levels
C. multiple factors

Answer: A

NEW QUESTION 140
- (Topic 2)
Find the average difference dbar.

Document #	Time Reqd, sec	
	Ptr #1	Ptr#2
1	4.2	3.9
2	5.6	5.5
3	2.8	2.9
4	7.1	6.7
5	11.5	11.0
6	8.2	8.1
7	12.3	11.8
8	13.5	13.0

A. 0.2875
B. 0.3502
C. 0.2714
D. 0.2295

Answer: A

NEW QUESTION 144
- (Topic 2)
The number of factors, levels and replications:

A. 3, 3, 3
B. 2, 3, 2
C. 3, 2, 2,
D. 3, 2, 3
E. 2, 2, 2
F. none of the above

Answer: D

NEW QUESTION 147
- (Topic 2)
A set of data from a process has 8 readings per sample and 50 samples. The mean of the 50 sample means is 12.62. The mean of the 50 ranges is 0.18.Find the control limits for a median chart.

A. 12.52 and 12.72
B. 12.54 and 12.70
C. 0.02 and 0.33
D. none of the above

Answer: A

NEW QUESTION 152
- (Topic 2)
The mean, median and mode of a distribution have the same value. What can be said about the distribution:

A. it is exponential
B. it is normal
C. it is uniform
D. none of the above

Answer: D

NEW QUESTION 156
- (Topic 2)
A project whose definition does not include performance metrics:

A. will typically be short term
B. use statistical inference
C. have a high risk of failure
D. should not be approved
E. none of the above

Answer: D

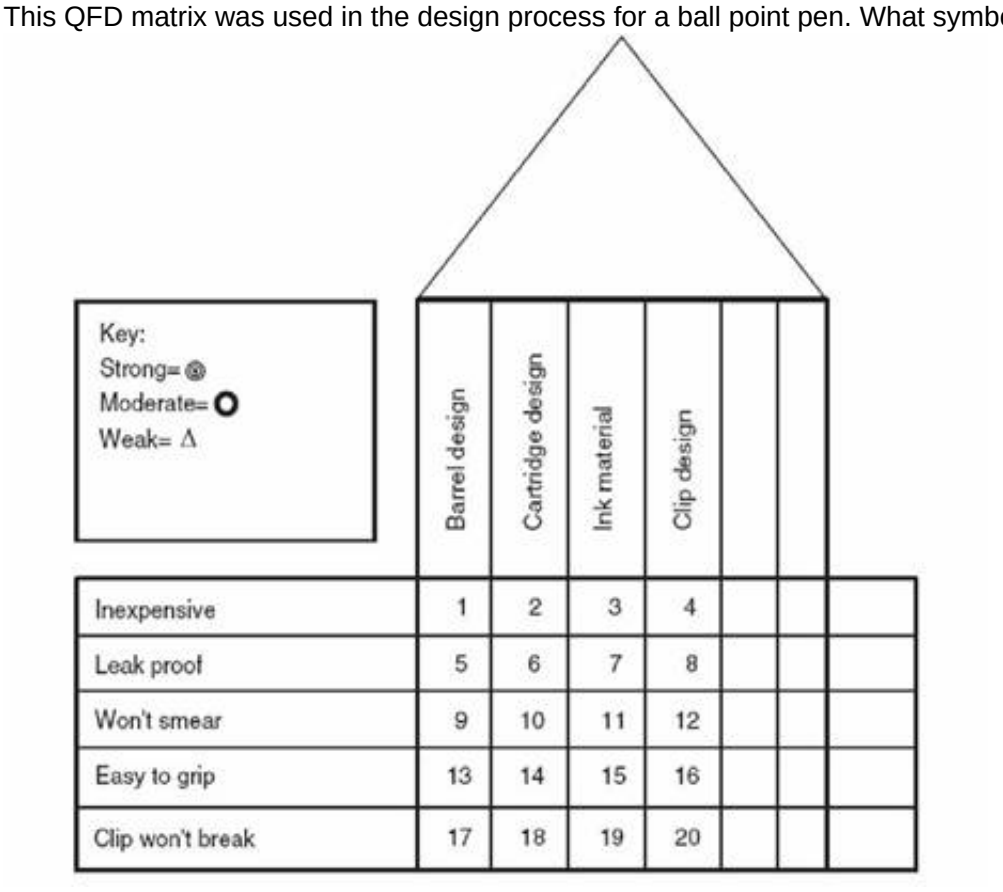
NEW QUESTION 160
- (Topic 2)
If = 0.5, what is the critical value?

A. 2.365
B. 2.306
C. 1.860
D. 1.895

Answer: D

Explanation:
See the F distribution critical values for P=0.05. The table is not available online.

NEW QUESTION 163
- (Topic 2)
This QFD matrix was used in the design process for a ball point pen. What symbol is appropriate for the square labeled 3?



A.
B.
C.

A. none of the above

Answer: B

NEW QUESTION 167
- (Topic 2)
If the value of the test statistic had been 7.03, what action should have been taken regarding the null hypothesis?

A. rejected
B. accepted
C. not rejected
D. none of the above

Answer: A

NEW QUESTION 169
- (Topic 2)
A complex system has many causes and effects. These may be illustrated on which of the following:

A. matrix diagram
B. cause and effect diagram
C. process decision program chart
D. affinity diagram
E. activity network diagram
F. tree diagram
G. prioritization matrix
H. matrix diagram
I. interrelationship digraph

Answer: C

NEW QUESTION 173
- (Topic 2)
If item A is more likely to be detected than item B which will have the highest Severity value?

A. item A
B. item B

C. cannot be determined

Answer: C

NEW QUESTION 178
- (Topic 2)
This experimental design is:

A. full factorial
B. half factorial
C. quarter factorial
D. none of the above

Answer: B

NEW QUESTION 181
- (Topic 2)
A frequent cause of system sub optimization is:

A. optimizing individual processes
B. failing to draw a system flow chart
C. using data with outliers
D. failing to consider the normal distribution

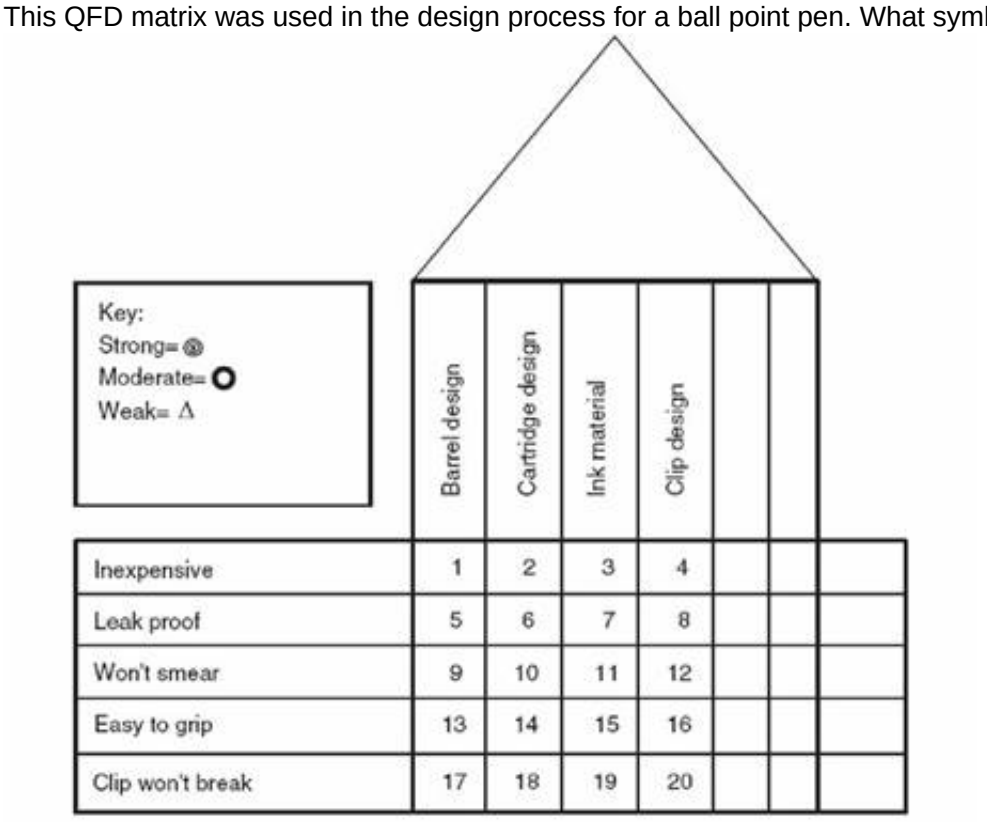
Answer: A

NEW QUESTION 183
- (Topic 2)
A robust design is one which:

A. has high reliability
B. has low maintenance frequency
C. is simple to manufacture
D. is resistant to varying environmental conditions

Answer: D

NEW QUESTION 185
- (Topic 2)
This QFD matrix was used in the design process for a ball point pen. What symbol is appropriate for the square labeled 10?



A.
B.
C.

A. none of the above

Answer: A

NEW QUESTION 189
- (Topic 2)

number of scratches	6	5	7	5	6
sample size	120	110	111	128	110

A control chart will be used to monitor the number of scratches on a product. The following data have been collected: The appropriate control chart to use is:

A. x-bar and R
B. median
C. individual and moving range
D. p
E. np
F. u
G. c

Answer: F

NEW QUESTION 191
- (Topic 2)
The average number of defects is 21.6. Find the upper control limit for the c-chart.

A. 26.4
B. 24.6
C. 18.8
D. 26.2
E. none of the above

Answer: E

NEW QUESTION 195
- (Topic 2)
Data are collected in xy pairs and a scatter diagram shows the points are grouped very close to a straight line that tips down on its right hand end. A reasonable value for the coefficient of correlation is:

A. .8
B. –.9
C. 1
D. 1.3
E. –1.8

Answer: C

NEW QUESTION 197
- (Topic 2)
Here is a partial ANOVA table. Use = 0.05. The values of x, y and z should be:

Source	SS	df	MS	Fstatistic	Fcritical
A	1200	6	x	y	z
B	900	6			
A × B	180	3			
Error	100	10			

A. 200, 20, 3.22
B. 12, 1.2, 4.06
C. 200, 20, 4.06
D. none of the above

Answer: A

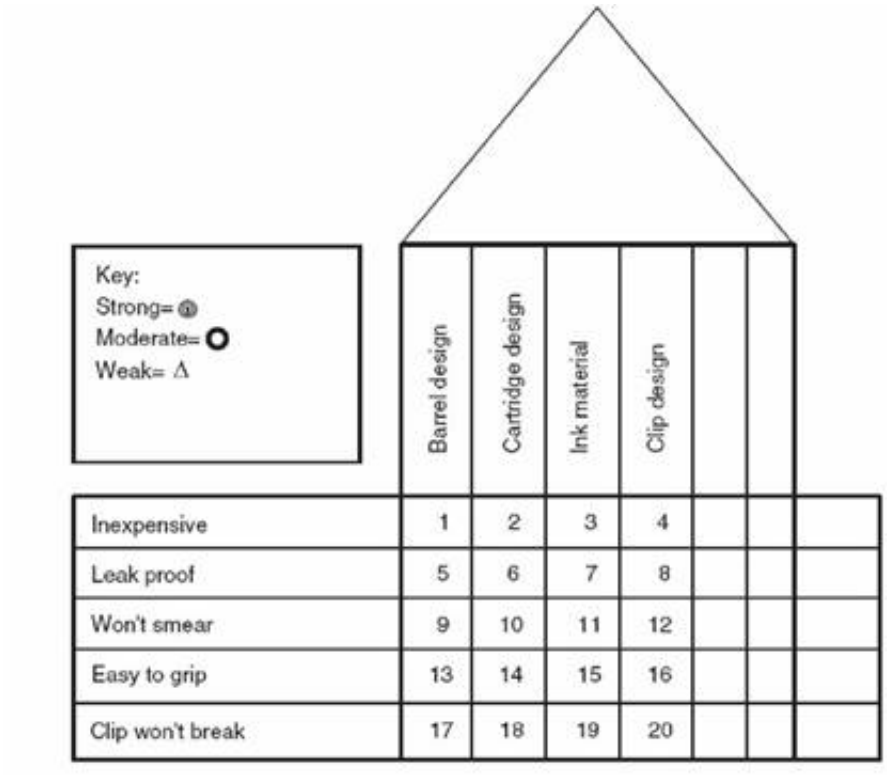
Explanation:
The formula is as follows MS = SS/dF = 1200/6 = 200
For the reference, see the table to derive Fstatistic and Fcritical http://www.sussex.ac.uk/Users/grahamh/RM1web/F-ratio%20table%202005.pdf

NEW QUESTION 202
- (Topic 2)
Approximately what percent of the data values are smaller than the mean?

A. 25%
B. 50%
C. 75%
D. it varies from 0% and 99+% inclusive

Answer: D

NEW QUESTION 205
- (Topic 2)
This QFD matrix was used in the design process for a ball point pen. What symbol is appropriate for the square labeled 13?



A.
B.
C.

A. none of the above

Answer: B

NEW QUESTION 210
- (Topic 2)
An approach that would remove the contradiction identified in x.28 would be:

A. find an inexpensive way to apply multiple coats
B. find an inexpensive material that will provide an excellent finish with one coat.
C. all of the above
D. none of the above

Answer: C

NEW QUESTION 213
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