

**Exam Code: ICYB**

**Exam Name: IASSC Certified Lean Six Sigma Yellow Belt**

## Exam A

### QUESTION 1

Cycle Time, Defects, Scrap Cost and Safety are examples of business metrics or commonly referred to as which of the following?

- A. Defects per Unit
- B. Key Performance Indicators
- C. Impediments to Flow
- D. Hidden Costs

**Correct Answer: B**

**Section:**

### QUESTION 2

A 5 Why Analysis is used to help identify possible defect causes when which one of the below listed tools is created?

- A. Fishbone Diagram
- B. SIPOC
- C. X-Y Matrix
- D. Pareto Chart

**Correct Answer: A**

**Section:**

### QUESTION 3

With a Fishbone Diagram we use the legs to define each source of a potential defect and along the legs we enter each potential means by which a defect could be introduced into our process.

- A. True
- B. False

**Correct Answer: A**

**Section:**

### QUESTION 4

The purpose of a \_\_\_\_\_ is to identify the complexity of the process and to assist in identifying critical steps in the process.

- A. Pareto Chart
- B. Process Map
- C. Kanban
- D. Kaizen event

**Correct Answer: B**

**Section:**

**QUESTION 5**

When we create a Process Map we use a \_\_\_\_\_ to show the direction of work flow.

- A. Solid line arrow
- B. Dashed line arrow
- C. Series of dots
- D. Double lines

**Correct Answer: A**

**Section:**

**QUESTION 6**

In order to properly draft a Process Map at the start of a project we are told to \_\_\_\_\_ from beginning to the end.

- A. Interview the line operators
- B. Walk the process
- C. Chat with supervisors
- D. Check the repair stations

**Correct Answer: B**

**Section:**

**QUESTION 7**

The "Equipment" category of Root Causes on a Fishbone Diagram would be used primarily used to generate ideas as to which of the following are possible causes for defects?

- A. Out of calibration measurement system
- B. Tolerance changes in milling machines
- C. Worn bearings on a shaft
- D. All of these answers are correct

**Correct Answer: D**

**Section:**

**QUESTION 8**

At the beginning of a project we must keep in mind there are basically three views of a process: What you THINK it is, What the SUPPLIER wants and What it SHOULD be.

- A. True
- B. False

**Correct Answer: B**

**Section:**

**QUESTION 9**

As we begin to describe the things occurring with our process through a Process Map we begin to see some steps that are NVA which stands for \_\_\_\_\_.

- A. Non-value add

- B. No violation allowed
- C. Non-value actions
- D. Next vehicle action

**Correct Answer: A**

**Section:**

**QUESTION 10**

One of the primary deliverables from performing a SIPOC is to begin to understand which inputs have the greatest affect on the \_\_\_\_\_ most valued outputs.

- A. Business's
- B. Employee's
- C. Management's
- D. Customer's

**Correct Answer: D**

**Section:**

**QUESTION 11**

SIPOC stands for Suppliers, Inputs, \_\_\_\_\_, Output and Customers.

- A. Production
- B. Process
- C. Products
- D. Presentation

**Correct Answer: B**

**Section:**

**QUESTION 12**

A Micro Process Map may map a process showing the entire activities of a department and can likely be broken into many Macro Process Maps showing numerous processes that comprise the activities of the department.

- A. True
- B. False

**Correct Answer: B**

**Section:**

**QUESTION 13**

Process Capability is defined based on customer requirements, defect free performance and output over time.

- A. True
- B. False

**Correct Answer: A**

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**Section:**

**QUESTION 14**

The Control Plan is the road map to sustaining the improvements made through the Lean Six Sigma project and should therefore involve keeping the \_\_\_\_\_ up to date as a means of supporting the Response Plan in case a defect is noticed.

- A. X-Y Diagram
- B. Shewhart Chart
- C. FMEA
- D. Customer Service Plan

**Correct Answer: C**

**Section:**

**QUESTION 15**

To minimize waste through the application of Lean Principles we do which of the following?

- A. Collect sample data
- B. Keep the work area clean and organized
- C. Calibrate our measurement tools
- D. Survey the customer

**Correct Answer: B**

**Section:**

**QUESTION 16**

A Lean Principle that states the process of eliminating waste is a continual process requiring one to always be on the lookout for ways to reduce the seven elements of waste is known as \_\_\_\_\_.

- A. Ishikawa
- B. Kaizen
- C. Kanban
- D. Muda

**Correct Answer: B**

**Section:**

**QUESTION 17**

An important factor in a viable \_\_\_\_\_ is to determine who, when and to what level various personnel must be trained to maintain the improvements made to a process.

- A. Control Plan
- B. FMEA
- C. Standard Operating Procedure
- D. Process Map

**Correct Answer: C**

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**Section:**

**QUESTION 18**

A Monitoring Plan put into place at the conclusion of a project will provide for adequate systems with key metric readouts indicating out-of-spec conditions.

- A. True
- B. False

**Correct Answer: A**

**Section:**

**QUESTION 19**

The Control Plan is created following the finalization of the Measure Phase and can be closed when?

- A. After the project costs have been recouped
- B. When the Champion says so
- C. Never, a Control Plan must stay in place
- D. At the fiscal yearend of the business

**Correct Answer: C**

**Section:**

**QUESTION 20**

As a Belt created a Process Map he realized there were multiple departments involved in this process so he added a feature to the map called \_\_\_\_\_.

- A. Passing Lanes
- B. Swim Lanes
- C. Department Dividers
- D. Responsibility Paths

**Correct Answer: B**

**Section:**

**QUESTION 21**

As we conceive and define a LSS project one of the overriding things we hope to accomplish is to reduce the \_\_\_\_\_.

- A. Work force
- B. Number of process steps
- C. Inventory
- D. Cost of Poor Quality

**Correct Answer: D**

**Section:**

**QUESTION 22**

The Value Chain in an organization is the sum total of all the processes which occur in the business to take inputs and turn them into customer desired outputs.

- A. True
- B. False

**Correct Answer: A**  
**Section:**

**QUESTION 23**

A key metric in Six Sigma is the DPMO which stands for \_\_\_\_\_?

- A. Delayed production metrics output
- B. Defects by management oversight
- C. Defects per million opportunities
- D. Developed production management oversight

**Correct Answer: C**  
**Section:**

**QUESTION 24**

Cycle Time, Defects, Scrap Cost and Safety are examples of business metrics or commonly referred to as which of the following?

- A. Defects per Unit
- B. Key Performance Indicators
- C. Impediments to Flow
- D. Hidden Costs

**Correct Answer: B**  
**Section:**

**QUESTION 25**

To construct a Fishbone Diagram and capture all the issues of interest it is best if your team uses the \_\_\_\_\_ approach.

- A. Graphical
- B. Data collection
- C. Shewhart
- D. Brainstorming

**Correct Answer: D**  
**Section:**

**QUESTION 26**

A 5 Why Analysis is used to help identify possible defect causes when which one of the below listed tools is created?

- A. Fishbone Diagram
- B. SIPOC

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- C. X-Y Matrix
- D. Pareto Chart

**Correct Answer: A**  
**Section:**

**QUESTION 27**

The purpose of a Process Map is to identify the complexity of the process and to assist in identifying \_\_\_\_\_ in the process.

- A. Critical steps
- B. Line operators
- C. Test stations
- D. Defects

**Correct Answer: A**  
**Section:**

**QUESTION 28**

At the start of a project we are told to "walk the process" from beginning to the end. We do this to \_\_\_\_\_.

- A. Meet the workers
- B. Draft a Process Map
- C. See what inventory is involved
- D. Check the repair stations

**Correct Answer: B**  
**Section:**

**QUESTION 29**

The "Method" category of Root Causes on a Fishbone Diagram is primarily used to generate ideas as to the possible causes for defects by the \_\_\_\_\_.

- A. Inventory management
- B. Effects of the environment
- C. Way work is done
- D. Parts or forms used

**Correct Answer: C**  
**Section:**

**QUESTION 30**

When we create a Process Map we use a \_\_\_\_\_ to show the direction of work flow.

- A. Solid line arrow
- B. Dashed line arrow
- C. Series of dots

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D. Double lines

**Correct Answer: A**  
**Section:**

**QUESTION 31**

At the beginning of a project we must keep in mind there are basically three views of a process:  
What you THINK it is, What it ACTUALLY is and What is DOCUMENTED.

- A. True
- B. False

**Correct Answer: B**  
**Section:**

**QUESTION 32**

One of the primary deliverables from performing a SIPOC is to begin to understand which inputs have the greatest affect on the \_\_\_\_\_ most valued outputs.

- A. Business's
- B. Employee's
- C. Management's
- D. Customer's

**Correct Answer: D**  
**Section:**

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**QUESTION 33**

A Macro Process Map may map a process showing the entire activities of a department and can likely be broken into many Micro Process Maps showing numerous processes that comprise the activities of the department.

- A. True
- B. False

**Correct Answer: A**  
**Section:**

**QUESTION 34**

SIPOC stands for Suppliers, Inputs, \_\_\_\_\_, Output and Customers.

- A. Production
- B. Process
- C. Products
- D. Presentation

**Correct Answer: B**  
**Section:**

**QUESTION 35**

As we begin to describe the things occurring with our process through a Process Map we begin to see some steps that are NVA which stands for \_\_\_\_\_.

- A. Non-value add
- B. No violation allowed
- C. Non-value actions
- D. Next vehicle action

**Correct Answer: A**

**Section:**

**QUESTION 36**

As we identify customer and supplier requirements for a SIPOC we are urged to use the RUMBA approach which stands for Reasonable, Understandable, \_\_\_\_\_, Believable and Achievable.

- A. Manageable
- B. Massive
- C. Memorable
- D. Measurable

**Correct Answer: D**

**Section:**

**QUESTION 37**

Inputs that may affect your process to some degree but are not critical, are difficult to quantify and are random in nature are referred to as \_\_\_\_\_.

- A. Nuisance
- B. Noise
- C. Pests
- D. Elusive

**Correct Answer: B**

**Section:**

**QUESTION 38**

Long-term Data represents all the variation that one can expect to experience from the output of the subject process.

- A. True
- B. False

**Correct Answer: A**

**Section:**

**QUESTION 39**

The temperature of a liquid is being measured by a line operator. Which is least likely to be influenced by the instrument?

- A. Recording the measurement

- B. Actual temperature of the liquid
- C. Calibration of the instrument
- D. Reading of the instrument

**Correct Answer: A**

**Section:**

**QUESTION 40**

One of the primary benefits of your team working together to create an X-Y Diagram is that the data collected from this exercise is accurate and certain.

- A. True
- B. False

**Correct Answer: B**

**Section:**

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