Vendor: ASQ

Exam Code: CSSBB

Exam Name: Certified Six Sigma Black Belt

Version: DEMO

QUESTION 1
A team is investigating ways to reduce power outages. They determine that an outage can occur in only three ways: grid failure, local transformer failure or local overload. They then investigate each of these three events for possible causes, etc. They draw a diagram that "fans out" using the power outage as the handle of the fan. These improvements are best described by which approach to problem solving?

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

Answer: C

QUESTION 2
A team's goal is to improve information flow in a payroll function. They make thirty-three Post-It?notes, each listing an issue for further investigation. After some discussion, they group them into four categories: mandated record keeping, privacy concerns, insurance concerns and transfer concerns. This grouping process is best described by which approach to problem solving?

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

Answer: A

QUESTION 3
The team in the above problem draws arrows from Post-It?notes that are causes to notes that are the effects of these causes. This step is best described by which approach to problem solving?

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

Answer: B

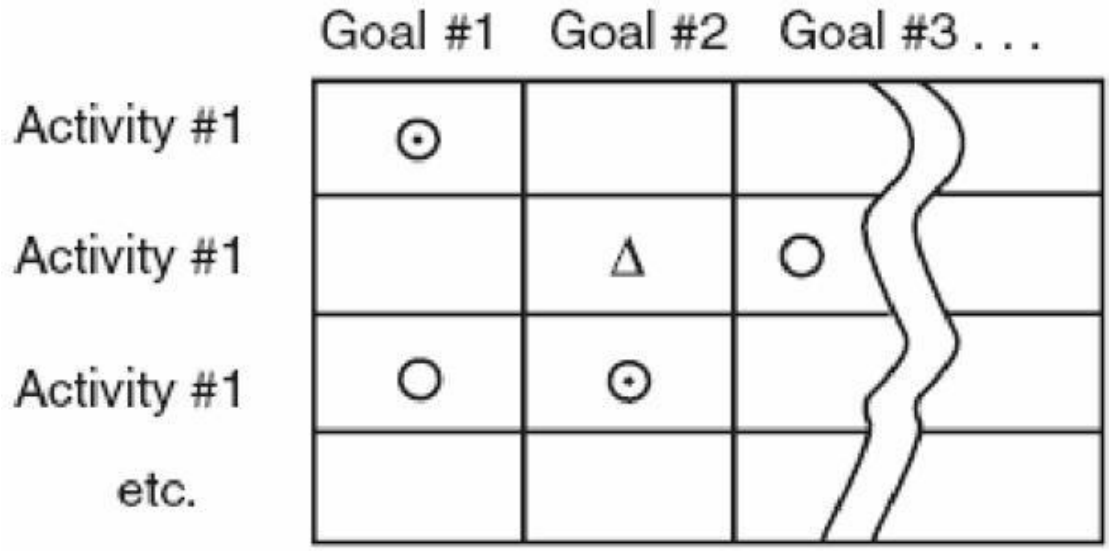
QUESTION 4
A team working with a plant relocation is tasked with designing a process for moving 180 pieces of equipment. Incoming orders may need to be filled during the move at either the old site or the

new one. Transportation equipment availability is uncertain. Construction schedules at the new site is very weather dependent. The team designs a chart that attempts to cover these and other contingencies with appropriate measures dealing with each. The tool best fitted for this task is:

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

Answer: D

QUESTION 5
A management team lists nine goals across the top of a rectangle and 15 activity initiatives along the left hand side of the rectangle. If one of the activities strongly supports one of the goals a circle is placed in the box where that activity's row intersects the goal's column. If the activity's support is very strong a "bulls eye" is placed in the box and if the support is weak a triangle is used. This best describes which problem solving tool?

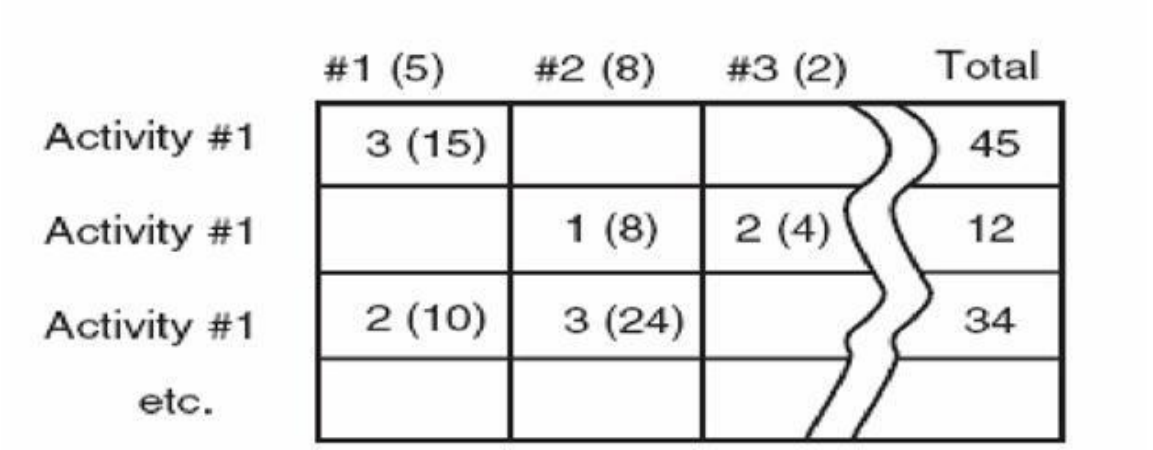


A. Affinity diagram
B. Inter-relationship digraph
C. Tree diagram
D. Process decision program chart
E. Matrix diagram
F. Prioritization matrix
G. Activity network diagram

Answer: E

QUESTION 6
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

QUESTION 7
A project that lacks a clear definition of its scope and boundaries runs the risk of:

A. straying from the intended path
B. trying to solve unrelated problems
C. having difficulty in collecting baseline data
D. suffering morale problems
E. all the above
F. none of the above

Answer: E

QUESTION 8
The primary metric for a project is reduced cost for process A .A consequential metric could be:

A. reduced cycle time
B. reduced scrap rate
C. reduced set-up time
D. all the above
E. none of the above

Answer: D

QUESTION 9
The primary metric for a project is reduced cost for process A . Baseline data might include:

A. current maintenance costs
B. current selling price for the products or services output by process A
C. current suggestions from stakeholders of process A
D. all the above
E. none of the above

Answer: A

QUESTION 10
According to the Central Limit Theorem:

A. the median and the mean have the same value in a symmetric distribution
B. the mode of a normal distribution is also the mean
C. the mean of an exponential distribution is smaller than the median
D. the mean, median and mode of a normal distribution all have the same value
E. none of the above

Answer: E

QUESTION 11
The term "expected value" is closest to the term:

A. median
B. probabilistic model
C. mean
D. Markov value
E. regressive value

Answer: C

QUESTION 12
A random sample is selected from a population of measurements. The mean of the sample is not equal to the mean of the population. This is due to:

A. Type I error
B. Type II error
C. sampling error
D. the population is not normal
E. measurements were not exact

Answer: C

QUESTION 13
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

QUESTION 14
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

QUESTION 15
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

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