Motorola

MSC-431

Lean Six Sigma Black Belt

http://killexams.com/exam-detail/MSC-431
C. Reduce variation and shift the mean
D. Not enough information given

**Answer:** B

**QUESTION:** 92
A black belt is reviewing a process, as shown below. The specification limits are 1200 +1σ 200. Which of the following is the best statement?

A. Cpk < Cp
B. Cp < Cpk
C. Cpk = Cp
D. The process is on-target

**Answer:** A

**QUESTION:** 93
A black belt needs to determine if a process is stable. What technique should be used?

A. Capability Chart
B. Pareto Chart
C. Control Chart
D. Histogram

Answer: C

QUESTION: 94
You have been asked to monitor daily production yields to determine if the process yield is in statistical control. Select the control chart best suited for this purpose.

A. C-chart
B. U-chart
C. X and R chart
D. P-chart

Answer: D

QUESTION: 95
A black belt at a call center is reviewing the length of calls, as shown below. The phone call length is not to exceed 4 minutes. Is the call-in-process capable?

A. Yes, the data is from a stable population.
B. No, many calls exceed the specification.
C. Unsure, more data is needed.
D. Yes, all the calls meet specification.

**Answer:** B

**QUESTION:** 96
Lean Six Sigma process I product improvement suggests that the measure we use in our business is directly derived from which of the following sources?

A. Voice of Technology
B. Voice of Finance
C. Voice of the Customer
D. The Six Sigma Project Team

**Answer:** C

**QUESTION:** 97
The most important process metrics are often determined by what the customer tells us is important to them. Which of these sequences describes the way customer requirements are converted to the customer-based process metrics?

A. Voice of the customer>critical to quality metrics>critical customer requirements
B. Voice of the customer>critical customer requirements>critical to process metrics
C. Critical customer requirements>critical to quality metrics>critical to process metrics
D. Voice of the customer>critical customer requirements>critical to quality metrics

**Answer:** D

**QUESTION:** 98
The main feature(s) that differentiate the Control Chart from the Run Chart are which the following?

A. The presence of a statistically calculated center line and upper and lower limits
B. The Run Chart shows data over time and the Control Chart shows data at one point in time
C. The Run Chart requires more data than the Control Chart
D. The Run Chart is used in the ‘Measure’ Phase while the Control Chart is used in the “Control” Phase’

Answer: A

QUESTION: 99
Which of the following are true regarding the Central Limit Theorem?

A. Sample averages are normally distributed as sample size gets larger.
B. Sample averages converge on the population mean.
C. Sample standard deviations are dependent upon the standard deviation of the population from which it was sampled.
D. All of the above

Answer: D

QUESTION: 100
Suppose an X-bar / S Chart revealed that the variation of a process was consistent over time (consistent standard deviation, consistent mean) but a significant proportion of outcomes fell outside the customer requirements. Which of the following conclusions can best be made about the process?

A. The process is in control but has poor capability
B. The process variation is out of control
C. Special or assignable causes are affecting the process
D. The process mean needs to be reduced

Answer: A
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