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## QUESTION NO: 1

The following Business Case is constructed properly.

"During most of 2008 Division 16 experienced a 4.2% product return rate versus a target of nearly no returns. This costs the company a whole bunch of money.

- A. True
- B. False

**ANSWER: B**

## QUESTION NO: 2

Which of the following is a method of expressing the concept that the outputs of a process are a function of all the inputs to the process?

- A.  $Y = f(X_n)$
- B.  $RTY > 90\%$
- C. Yield = Effort
- D. Flow = Demand

**ANSWER: A**

## QUESTION NO: 3

The Cost of Poor Quality (COPQ) is comprised of which two of the following? (Choose two.)

- A. Tangible (Visible) Costs
- B. Input Costs
- C. Production
- D. Hidden Costs

**ANSWER: A B**

## QUESTION NO: 4

As a type of measurement error, Linearity describes the deviation of the measured value from the actual value.

- A. True
- B. False

**ANSWER: B**

## QUESTION NO: 5

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

**ANSWER: B**

## QUESTION NO: 6

A single data point falling outside a Control Limit is most likely representative of \_\_\_\_\_.

- A. Common-cause Variation
- B. Special-cause Variation
- C. Predictability
- D. Non-normal data

**ANSWER: A**