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**GAQM CLSSYB**

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## QUESTION NO: 1

A Belt has determined that the loan application does not need to be reviewed by accounting thereby improving the number of applications a loan processor can handle. According to Cost of Poor Quality (COPQ) definitions RTY improvement would be considered \_\_\_\_\_.

- A. Downsizing savings
- B. Hard savings
- C. Soft savings
- D. Median savings

ANSWER: B

## QUESTION NO: 2

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

ANSWER: A

## QUESTION NO: 3

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

ANSWER: A

## QUESTION NO: 4

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 is called the Value Chain.

- A. True
- B. False

**ANSWER: A**

## QUESTION NO: 5

Voice of the Business is a Lean Six Sigma technique to determine the needs and wants of the \_\_\_\_\_ of the business.

- A. Owners
- B. Managers
- C. Debt holders
- D. Staff

**ANSWER: A**

## QUESTION NO: 6

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: 7

The Pareto Chart is a tool that displays data that typically follows what ratio?

- A. 70:30
- B. 80:20
- C. 90:10
- D. 95:5

**ANSWER: B**

## QUESTION NO: 8

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

**ANSWER: B**

## QUESTION NO: 9

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

**ANSWER: B**

## QUESTION NO: 10

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

**ANSWER: C**