

*Exin*

*LSSBB  
LSSA Lean Six Sigma Black Belt*



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## **Product Version**

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# Latest Version: 6.0

## Question: 1

What is the core of performance management?

Response:

- A. Discussing and setting personal goals with individual employees
- B. Discussing performance on KPIs established in the organization
- C. Discussing the support that is necessary and the risks employees see
- D. Looking back on yesterday's workday and looking forward to today

**Answer: B**

## Question: 2

A manufacturing plant has a number of inspections built into its production process. Many of these inspections are required to comply with health and safety regulations, some inspections are for quality control purposes, and two inspections are mandated by the customer.

Should any of these inspections be classed as Overprocessing or Waste (Muda)?

Response:

- A. Yes, because the inspections mandated by a customer are unnecessary movement.
- B. Yes, because the inspections measuring quality do not change the product.
- C. No, because all inspections are classed as value adding.
- D. No, because the mandated inspections are classed as a necessary activity.

**Answer: B**

## Question: 3

To calculate process capability of non-normal data a Box-Cox transformation is used with a  $\lambda = 0.5$ . What would be the effect on the USL of 16 in the transformed graph?

Response:

- A. Remains at 16
- B. Changed to 4
- C. Changed to 8
- D. Changed to 256

**Answer: B**

### Question: 4

What does a high OEE index indicates?

Response:

- A. A machine does not need much maintenance.
- B. A machine is being exploited very effectively as compared to the so-called "ideal" machine.
- C. A machine is running almost all the time with only a few stops.
- D. A machine is running optimally in terms of the 8 Lean 'Waste (Muda)' categories.

**Answer: B**

### Question: 5

After returning from a two-week vacation a manager reviewed the Xbar and R charts that were maintained during the manager's absence. One of the Xbar charts shows the last 50 points to be very near the centerline. In fact, they all seem to be within about one sigma of the centerline.

What is the best explanation for this occurrence?

Response:

- A. It shows that the operators did a very good job keeping the process close to target.
- B. Somebody restored the original, wider control limit calculation.
- C. The process standard deviation has decreased and the control limits were not recomputed.
- D. There has been poor quality performance for quite some time.

**Answer: C**

### Question: 6

Why is visualization of data useful?

Response:

- A. Visualization enables the organization to be 80% correct today, rather than 100% correct in 6 months.
- B. Visualization encourages out-of-the-box thinking to generate as many ideas as possible.
- C. Visualization identifies and eliminates the root cause of faults or problems.
- D. Visualization makes it possible to draw conclusions from a large amount of data.

**Answer: D**

### Question: 7

What is the best way to measure the 'on-time' performance of the national railways?

Response:

- A. Calculate the difference between the scheduled departure time and the actual departure time over a period of a month
- B. Check the internet to record the departure time for each train over a period of a month
- C. Record the number of trains that left at the scheduled departure time over a period of a day
- D. Record the number of trains that left at the scheduled departure time over a period of a month

**Answer: A**

### Question: 8

The design for a new camera is being developed. When applying Designing for Excellence (DfX), which element is not a relevant factor?

Response:

- A. How strong the camera casing should be to protect the camera lens
- B. The number of pixels of the camera sensor
- C. Whether the camera settings and buttons are easy to use and understand
- D. Whether parts from other designs are being considered to use

**Answer: B**

### Question: 9

Which statement does not describe a 'lessons learned' from an improvement project?

Response:

- A. A company facing increasing pressure to cut costs and speed up lead times must implement internal controls and invest in new technology.
- B. Advice from the Ministry of Trade and Industry indicates that drawing up a contract is a lengthy process, and that compensation should be paid.
- C. The purchasing department's experience indicates that delays usually occur when contracts with third-party suppliers do not include a time frame within which delivery for the service is expected.
- D. Two companies that provided technical support and that proved to be unreliable in other projects will not be identified as potential service providers.

**Answer: A**

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## Question: 10

Which tool can be used to translate a customer's requirements into appropriate company measures?  
Response:

- A. Cause and effect diagram
- B. Quality function deployment (QFD)
- C. SIPOC diagram
- D. Value stream map (VSM)

**Answer: B**

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