

# PASSEXAM 問題集

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**Exam** : **CSSBB**

**Title** : Six Sigma Black Belt  
Certification - CSSBB

**Version** : Demo

1.SWOT is an acronym for:

- A. strengths, weaknesses, opportunities, threats
- B. statistics without tables
- C. sensory Weibull ordinal tools
- D. success wields optimal teams
- E. none of the above

**Answer: A**

2.Perform a risk analysis to determine the expected profit or (loss) from a project which has four possible disjoint outcomes: Outcome A shows a profit of \$340,000 and has a probability of 0.25 Outcome B shows a profit of \$120,000 and has a probability of 0.40 Outcome C shows a loss of \$40,000 and has a probability of 0.10 Outcome D shows a profit of \$100,000 and has a probability of 0.25 .?

- A. \$130,000
- B. \$520,000
- C. \$154,000
- D. (\$168,000)
- E. none of the above

**Answer: C**

3.The leader in the quality movement who recommended that organizations “° ð ì nñá e nu mæi cá quð as for the work force and numerical goals for management.”±:

- A. Juran
- B. Ishikawa
- C. Crosby
- D. Feigenbaum
- E. Taguchi
- F. none of the above

**Answer: F**

4.The quality leader responsible for the term Total Quality Management (TQM):

- A. Juran
- B. Ishikawa
- C. Crosby
- D. Feigenbaum
- E. Taguchi
- F. none of the above

**Answer: D**

5.The quality leader most associated with the concept of robustness:

- A. Juran
- B. Ishikawa
- C. Crosby
- D. Feigenbaum
- E. Taguchi

F. none of the above

**Answer: E**

6.The support for an important quality initiative was lacking in congress until Reagan's Secretary of Commerce was killed in a horseback riding accident in 1987. That initiative was:

- A. assigning National Institute for Standards and Technology (NIST) quality oversight duties
- B. "° consensus of the House"± proposal for Deming's 14 pointsC. moving National Bureau of Standards to NIST.
- D. authorizing the American National Standards Institute (ANSI) to join with the International Standards Organization (ISO) to promulgate standards.
- E. none of the above.

**Answer: E**

7.A quality leader who did extensive work with Japanese industry is:

- A. Juran
- B. Ishikawa
- C. Deming
- D. Ohno
- E. Taguchi
- F. all of the above
- G. none of the above

**Answer: F**

8.In a series of linked processes and associated feedback loops the product or service flows \_\_\_\_\_ and the information flows \_\_\_\_\_.

- A. rapidly, slower
- B. downstream, upstream
- C. evenly, digitally
- D. sooner, later
- E. to the customer, from the supplier
- F. none of the above

**Answer: B**

9.Causes in a cause and effect diagram often include management, measurement systems, mother nature and the four standard causes:

- A. man, material, methods, machines
- B. man, manufacturing, methods, material
- C. marketing, methods, material, machines
- D. man, material, millennium, machines
- E. none of the above

**Answer: A**

10.The word "° champion"± in the context of Six Sigma projects refers to

- A. the team that has had the most impact on the bottom line.

- B. the person who has coordinated teams most effectively
- C. the individual who has outpaced all others in six sigma knowledge
- D. none of the above

**Answer: D**

11. George is an employee of Black, Inc. John is George's internal customer. Which statement is true?

- A. John is employed by Black, Inc.
- B. John is employed by another company that supplies material to Black, Inc.
- C. John is employed by a company that purchases material from Black, Inc.
- D. John is employed by another company that has a fiduciary agreement with Black, Inc.
- E. John is employed by another company as an internal auditor.

**Answer: A**

12. A team has been asked to reduce the cycle time for a process. The team decides to collect baseline data. It will do this by:

- A. seeking ideas for improvement from all stakeholders
- B. researching cycle times for similar processes within the organization
- C. obtaining accurate cycle times for the process as it currently runs
- D. benchmarking similar processes outside the organization

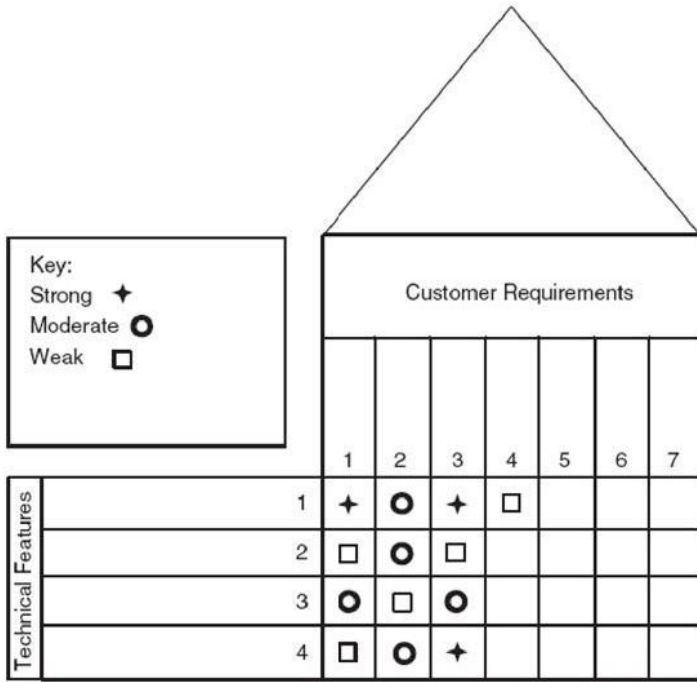
**Answer: C**

13. Customer segmentation refers to:

- A. dividing a particular customer into parts that are more easily understood
- B. grouping customers by one or more criteria
- C. maintaining secure customer listings to minimize communication among them
- D. eliminating or "cutting off" customers with poor credit history

**Answer: B**

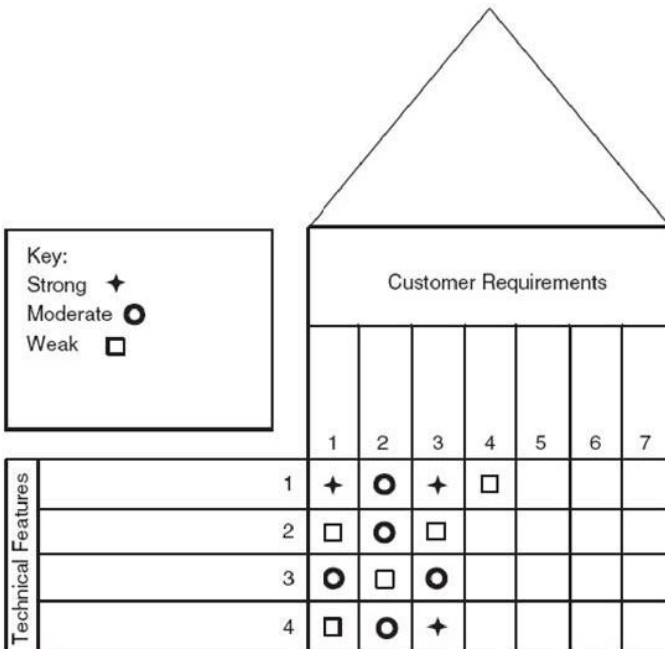
14. This is an example of part of a:



- A. QFD Matrix
- B. Activity Network Diagram
- C. Interrelationship Diagram
- D. Affinity Diagram

**Answer: A**

15. Customer requirement #3 has a \_\_\_\_\_ relationship with technical feature #3.



- A. strong
- B. moderate
- C. weak

**Answer: B**