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# ASQ

## CSSBB Exam

Six Sigma Black Belt Certification - CSSBB

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Questions  
& Answers

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**Question: 1**

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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

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**Answer: A**

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**Question: 2**

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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

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**Answer: C**

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**Question: 3**

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The leader in the quality movement who recommended that organizations “eliminate numerical quotas for the work force and numerical goals for management.”:

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

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**Answer: F**

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**Question: 4**

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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

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**Answer: D**

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**Question: 5**

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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

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**Answer: E**

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**Question: 6**

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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" proclamation for Deming's 14 points
- C. changing 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.

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**Answer: E**

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**Question: 7**

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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

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**Answer: F**

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**Question: 8**

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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

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**Answer: B**

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**Question: 9**

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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

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**Answer: A**

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**Question: 10**

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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

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**Answer: D**

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**Question: 11**

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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.

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**Answer: A**

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**Question: 12.**

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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

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**Answer: C**

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**Question: 13**

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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

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**Answer: B**

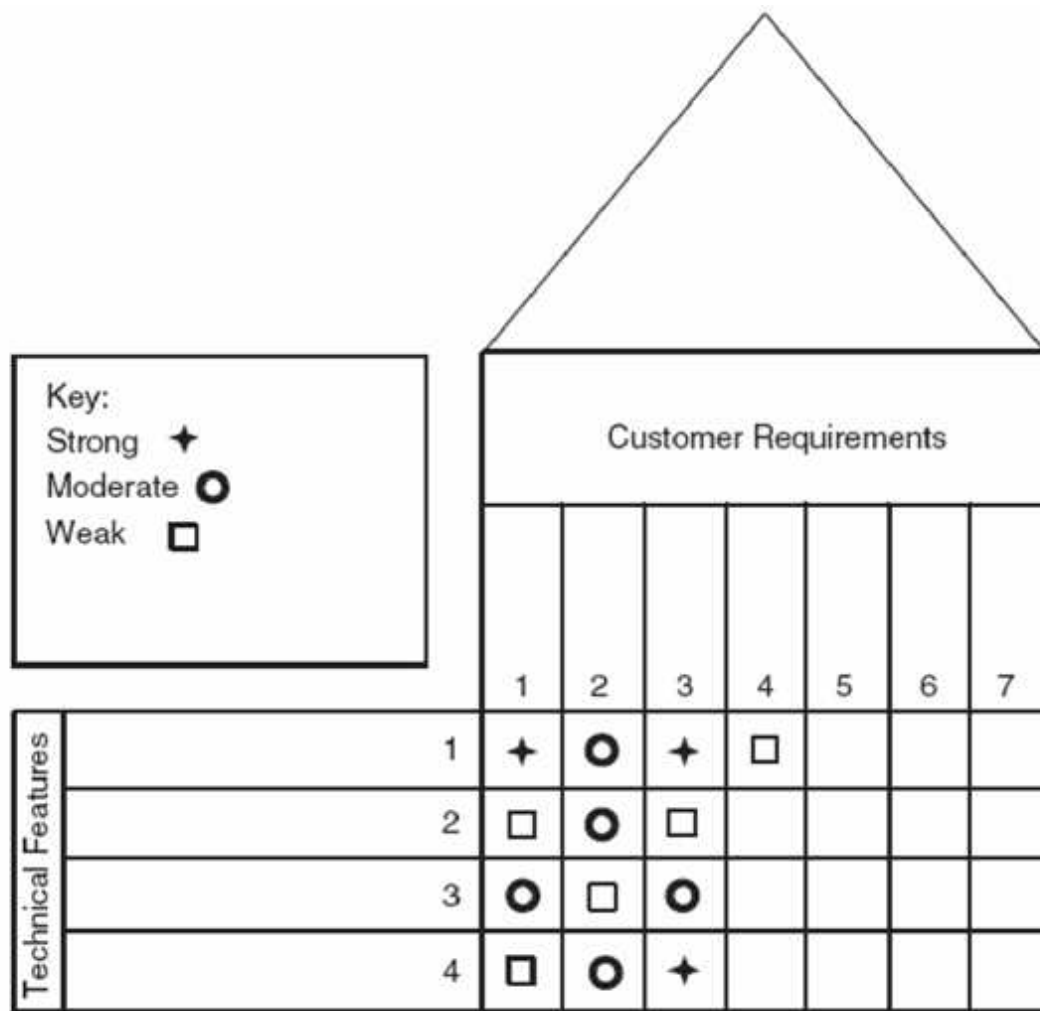
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**Question: 14.**

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This is an example of part of a:



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

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**Answer: A**

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**Question: 15**

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

		Customer Requirements						
		1	2	3	4	5	6	7
Technical Features	1	★	○	★	□			
	2	□	○	□				
	3	○	□	○				
	4	□	○	★				

- A. strong  
B. moderate  
C. weak

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**Answer: B**

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**Question: 16**

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There are 14 different defects that can occur on a completed time card. The payroll department collects 328 cards and finds a total of 87 defects. DPU =

- A.  $87 \div 328$   
B.  $87 \div (328 \times 14)$   
C.  $14 \div 87$   
D.  $87 \div 14$   
E.  $328 \div 87$   
F.  $87 \times 1,000,000 \div (14 \times 328)$

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**Answer: A**

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**Question: 17.**

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There are 14 different defects that can occur on a completed time card. The payroll department collects 328 cards and finds a total of 87 defects. DPMO =:

- A.  $87 \div 328$
- B.  $87 \div (328 \times 14)$
- C.  $14 \div 87$
- D.  $87 \div 14 \times 1,000,000$
- E.  $328 \div 87$
- F.  $87 \times 1,000,000 \div (14 \times 328)$

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**Answer: F**

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**Question: 18**

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A random sample of 2500 printed brochures is found to have a total of three ink splotches. The rate of ink splotches in PPM is:

- A.  $1,000,000 \div 2500 \times 3$
- B.  $2500 \div 1,000,000 \times 3$
- C.  $3 \div 2500 \times 1,000,000$
- D.  $3 \times 2500 \div 1,000,000$

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**Answer: C**

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