

Six Sigma Certification Exam Questions with Answers

(Based on ASQ Black Belt BOK topics)

II. Organizational Process Management and Measures

D. Business performance measures

1) Completing a lean six sigma training prepares professionals who can measure business performance with metrics. What does the acronym KPI stand for?

- a) Key profit indicators
- b) Kellogg profitability index
- c) Key performance instance
- d) Key performance indicators

2) 6 SIGMA CERT, an organization which provides six sigma training and certification, uses the SMART approach to define its KPIs. Which of the following does not belong to the SMART approach?

- a) Specific
- b) Achievable
- c) Responsive
- d) Measurable

3) David passed lean six sigma certification exam and obtained the green belt. He immediately started implementing six sigma strategies at his company by using balanced scorecard approach. Which of the listed perspectives belong(s) to the balanced scorecard? Choose one.

- a) Financial perspective
- b) Customer perspective
- c) Learning and growth perspective
- d) All of the above

4) If asked at a six sigma certification exam, you would correctly answer that the following is not a financial KPI:

- a) Revenues (or profits) / customer
- b) Inventory turnover
- c) Profit margin
- d) Cash flow

5) Which of the following represents a process KPI?

- a) Production lead (down) time
- b) Number of customers
- c) Employee turnover
- d) Sales per customer