

## Six Sigma Certification Exam Questions with Answers

(Based on ASQ Black Belt BOK topics)

### II. Organizational Process Management and Measures

#### A. Impact on stakeholders

1) From a perspective of Zeon laptop factory, every person who buys their laptop via online store is a(n) \_\_\_\_\_.

- a) Process owner
- b) External customer**
- c) Internal customer
- d) Primary business stakeholder

2) Achieving lean six sigma certification does not only require understanding of statistics, but also knowing stakeholders. Primary business stakeholders have significant impact on organizations and without understanding their role no lean six sigma initiative or project can be successful. Which of these is a correct list of primary business stakeholders?

- a) Project managers>black belts>green belts
- b) Investors>black belts>master black belts
- c) Business owners>shareholders>investors**
- d) Board of trustees>brokers>project managers

3) Involvement of stakeholders is needed in order to successfully implement six sigma projects. Which of the listed is not a reason why stakeholders' involvement is needed?

- a) Stakeholders know the most about the process
- b) Stakeholders usually have the best process improvement ideas
- c) Stakeholders' buy-in is usually needed to attain tangible process improvement gains
- d) Stakeholders always operate at the optimum performance level**

4) A process improvement team at a company called 6 Sigma Enterprises analyzes stakeholders for a lean six sigma project headed by a master black belt. Which tool should the team use?

- a) Stakeholder control chart
- b) Stakeholder analysis chart**
- c) Six sigma certification chart
- d) Stakeholder certification matrix

5) Jancie, a lean six sigma certification holder, initiates a lean six sigma project. Which of the following is the correct assertion about the impact that the project may have on stakeholders?

- a) Process inputs may be altered changing the requirements to suppliers
- b) Process outputs may be altered impacting customers
- c) Process procedures may be changed impacting operators and managers
- d) All of the above