

## Six Sigma Certification Exam Questions with Answers

(Based on ASQ Black Belt BOK topics)

### II. Organizational Process Management and Measures

#### B. Critical to x (CTx) requirements

1) Joe, who recently obtained a lean six sigma certification at the green belt level, is in charge of a quality assurance division within Zeon Laptops. After conducting a customer expectation research, he advises engineers that the weight of new laptop models needs to be between 3 to 5 lbs. Which CT (x) requirement does this advice pertain to?

- a) Critical-to-Cost (CTC)
- b) Critical-to-Delivery (CTD)
- c) Critical-to-Quality (CTQ)
- d) All of the above

2) Which is a defining characteristic of critical to x (CTx) requirements? Choose one answer.

- a) CTx requirements relate to business or customer requirements
- b) CTx requirements are measurable
- c) A change in CTx requirements can impact the system
- d) All of the above

3) Every six sigma certified professional knows that \_\_\_\_\_ requirements relate to health and well-being.

- a) CTP
- b) CTQ
- c) CTD
- d) CTS

4) Susan just completed a rigorous lean six sigma green belt training. Now she knows that \_\_\_\_\_ requirements are most likely derived from \_\_\_\_\_.

- a) CTP, voice of business
- b) CTQ, voice of business
- c) CTP, voice of customer
- d) CTx, voice of customer

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5) A survey conducted by a marketing team led by a green belt found that customers of an on-line flower shop expect delivery within 3 to 5 business days. Which CTx requirement does this finding primarily pertain to? Choose one answer.

- a) CTP
- b) CTD**
- c) CTQ
- d) None of the above