

Choose the best answer

1. Does the product/service meet the purpose of which it is destined?

(a) Performance

(b) Reliability

(c) Durability

(d) Serviceability

2. Flowchart

(a) is a form (document) used to collect data

(b) is a graphical representation of a process

(c) looks like a “Fish Skeleton”

(d) is used to improve Serviceability

3. Process capability index C_p should take values

(a) greater than 1

(b) greater than 1.66

(c) smaller than 1

(d) greater than 0

4. Pareto chart is similar to

(a) bar chart

(b) box plot

(c) pie chart

(d) scatter plot

5. Using Scatter Plots you can

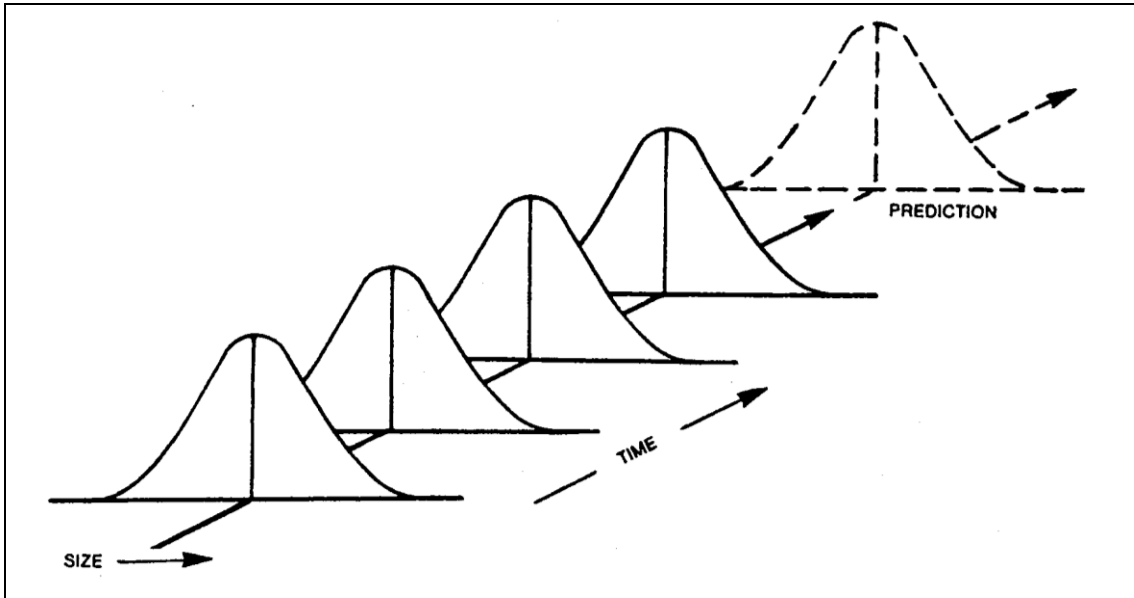
(a) identify out-of-control variables

(b) identify possible correlations

(c) depict the process flow

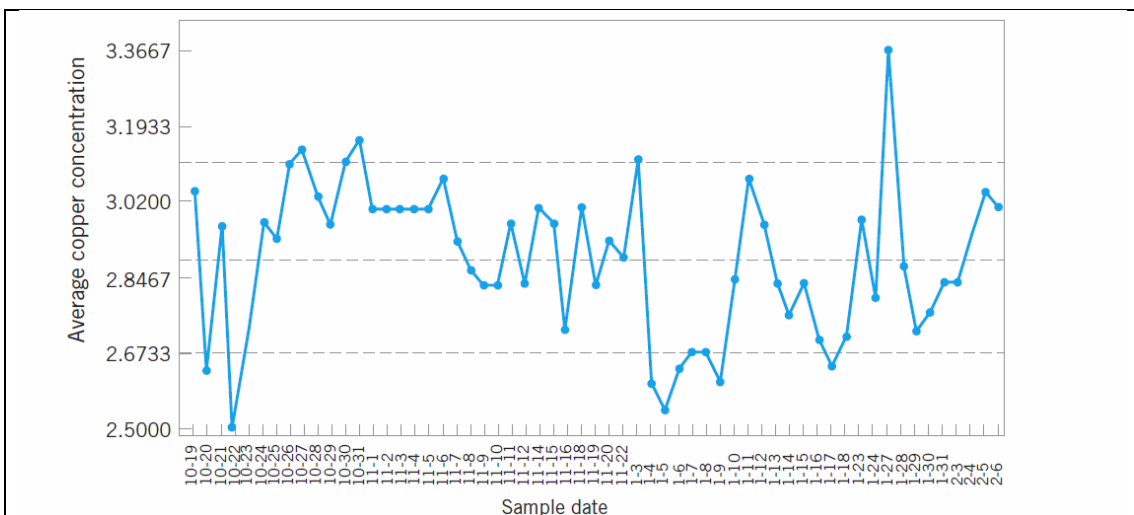
(d) plot one variable

6. In the following figure _____ is presented.



- (a) an out-of-control process
- (b) an in-control process**
- (c) a scatter plot
- (d) a flow chart

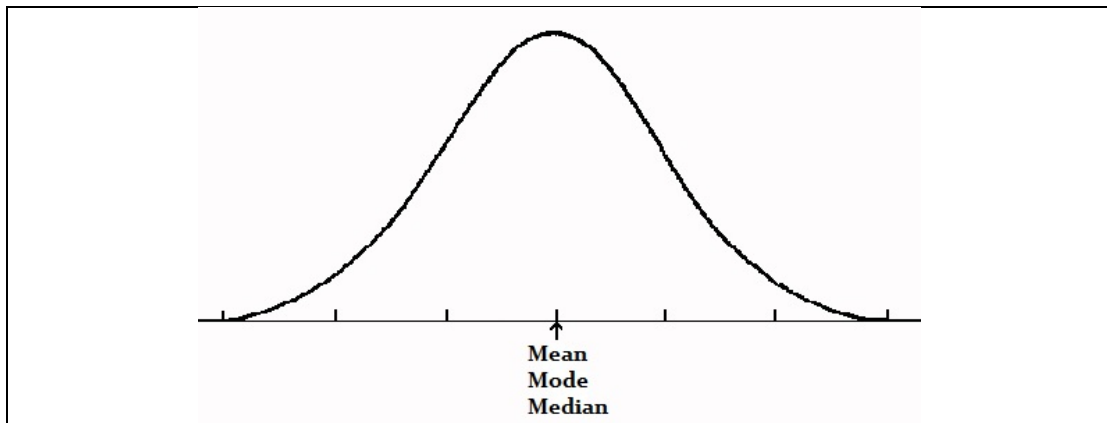
7. In the following figure _____ is presented.



- (a) a control chart**
- (b) a scatter plot

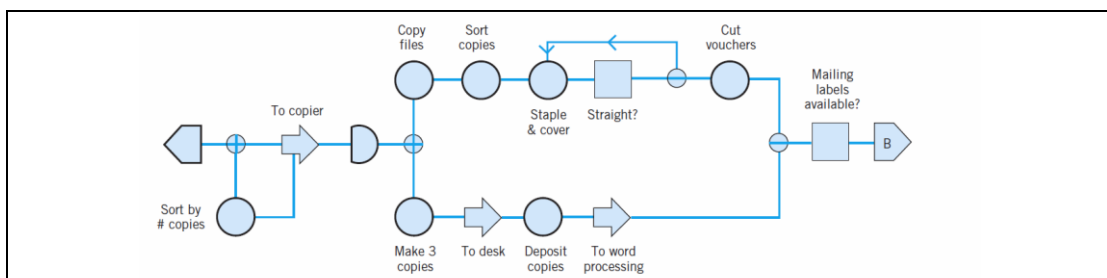
- (c) a run chart
- (d) a pre-control chart

8. In the following figure _____ is presented.



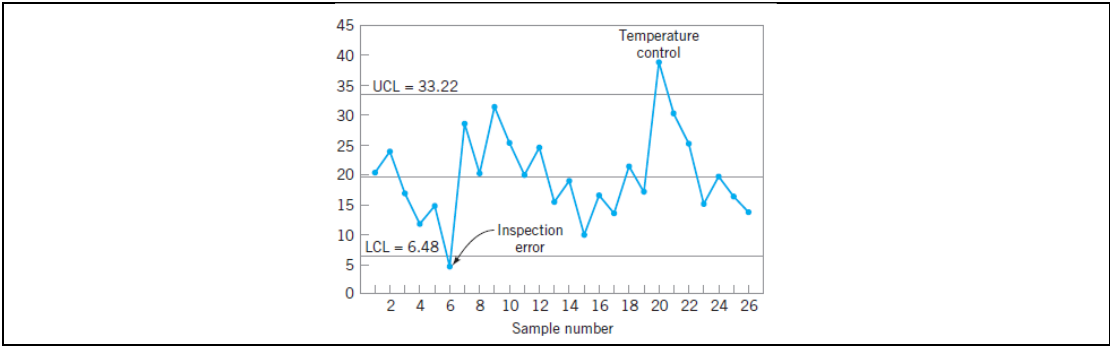
- (a) a symmetrical distribution**
- (b) a skewed distribution
- (c) a bivariate distribution
- (d) a multivariate distribution

9. In the following figure _____ is presented.



- (a) a flowchart**
- (b) a fishbone chart
- (c) a scatter plot
- (d) a time series plot

10. In the following figure _____ is presented.



(a) a c-chart

(b) a p-chart

(c) a S-chart

(d) a time series plot