UNIT 13: PRODUCTIVITY - SIX SIGMA

1. Which company created Six Sigma?

A. Apple B. Toyota C. General Electric D. Motorola

2. What is the goal of Six sigma? Choose 2 correct options.

A. Marketing new products

B. Improving quality by reducing errors

C. Hiring new employees

D. Improving productivity by reducing waste

E. Expanding factories

3. How many defects per million opportunities are allowed in Six Sigma?

A. 3.4 B. 34 C. 340 D. 1,000

4. Six Sigma helps companies increase customer _____.

5. What are the two main Six sigma methods? _____ and _____.

6. What is the first step of DMAIC?

A. Design B. Define C. Develop D. Decide

7. What is the purpose of the first step of Six sigma?

A. To identify the problem and what needs to be improved

B. To train new workers and help them get certifications

C. To order more materials for expected orders

D. To check sales and profit margin

8. The "Measure" phase collects data to understand the _____.

A. effective solutions B. future goals

C. current performance D. customer requirements

9. In the "Analyze" phase, the team look for the root _____ of the problem.

10. The "Improve" phase aims to develop and implement solutions. True or False?

11. The "Control" phase conducts regular _____ to make the new process stay stable over time.

12. Which method is used when creating a new process or product?

A. DMAIC B. DMADV C. PDCA D. SWOT

LIVEWORKSHEETS

LIVEWORKSHEETS