

# Assessment

# *Process Improvement*

*First Edition*

The objectives of this book are to help the user:

- Learn about process improvement
- Understand the role of workers in process improvement
- Explore process improvement techniques

■ CRISP<sub>series</sub>

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## **Assessment Questions for Process Improvement, First Edition**

*Select the best response.*

1. The larger the project scope, the larger the potential payoff and risk.
  - A. True
  - B. False
  
2. A process view focuses on:
  - A. Tasks
  - B. Systems
  
3. Process improvement should be applied by:
  - A. Upper management
  - B. Anyone in the organization
  
4. Process improvement requires:
  - A. Individual initiative
  - B. Ability to change
  - C. Focus on the customer
  - D. Risk taking
  - E. All of the above
  
5. A customer is anyone:
  - A. Who buys your product
  - B. Whom you must satisfy
  
6. Which is a more effective marketing tool?
  - A. Advertising
  - B. Word-of-mouth reputation

7. Customer value feedback tells you:
  - A. What is most important to your customer
  - B. How the customer feels your organization is performing
  
8. Which of the following people can be leaders in process improvement activities?
  - A. Top management
  - B. Middle managers
  - C. Any employee
  
9. It is a good idea to begin a process improvement project with a focus on cost savings.
  - A. True
  - B. False
  
10. Benchmarking requires:
  - A. Meaningful data
  - B. Comparable organizations
  - C. Both of the above
  
11. Which of the following may be an indication that you are not picking the right process to improve?
  - A. Success is highly likely
  - B. Others outside of your organization show interest
  - C. It will be expensive and complicated
  - D. The scope of the process is within your control
  
12. The process improvement team should:
  - A. Not exceed eight people
  - B. Include someone focused on the customer
  - C. Include people with expertise on the process
  - D. Include guests for specific expertise as needed
  - E. All of the above

13. A goal differs from a solution because:
  - A. A goal will solve the problem
  - B. A solution always solves the problem
  - C. Goals allow for multiple solutions
  - D. Solutions always achieve goals
  
14. Inputs are to processes as:
  - A. Equipment and players are to a ball game
  - B. Work processes are to work flow
  
15. The process improvement approach values:
  - A. Specialization more than work flow
  - B. Work flow more than specialization
  
16. When defining your “as is” condition, you should:
  - A. Make changes to the process if needed
  - B. Jump to a solution to save time
  - C. Stick with it no matter how long it takes
  - D. Give yourself a time limit to complete this phase
  
17. In creating a process map, you should include errors and wait time.
  - A. True
  - B. False
  
18. Physical movement of people and work is:
  - A. A non-value added activity
  - B. Is a value added activity
  
19. A ratings chart or table:
  - A. Rates and processes which need to be improved
  - B. Rates options and helps identify viable solutions
  - C. Rates the skill of each employee
  - D. Locks you into a final solution

20. If done well, a 20% in a process will likely result in:
- A. 20% improvement
  - B. 80% improvement
  - C. Neither of the above
21. Those affected by a process change:
- A. Will usually not resist the change
  - B. Should be part of the solution
  - C. Can be assured that they won't have to change again
22. If process improvement is to be worthwhile:
- A. The entire organization must be for it
  - B. Everyone must be trained in process improvement
  - C. There must be increased value to the customer
  - D. All of the above
23. Planning should be:
- A. Highly detailed and time-consuming
  - B. Brief and easily understood
24. Process improvement probably will not succeed if:
- A. People aren't committed to the project
  - B. There is no follow-up
  - C. People involved don't "own" the process
  - D. All of the above
25. Change:
- A. Should be actively embraced rather than endured
  - B. Is necessary only if an organization is failing
  - C. Is unnecessary if your customers are loyal
  - D. All of the above

## **Answer Key for Process Improvement, First Edition**

### *Recommended response (Corresponding workbook page)*

1. A (4)	6. B (17)	11. C (39)	16. D (69)	21. B (92)
2. B (5)	7. A (19)	12. E (41)	17. A (63)	22. C (91)
3. B (8)	8. C (22)	13. C (41)	18. A (78)	23. B (93)
4. E (11)	9. B (33)	14. A (49)	19. B (84)	24. D (92)
5. B (17)	10. C (36)	15. B (52)	20. B (87)	25. A (104)