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## Question: 1

A normal (Gaussian) distribution curve is

- A. Bell shaped.
- B. Dome shaped.
- C. Pear shaped.
- D. Positively skewed.

**Answer: A**

## Question: 2

Which of the following actions or techniques is MOST useful in determining the original fundamental cause of a product or process nonconformance?

- A. Continuous improvement.
- B. Pareto analysis.
- C. Root cause analysis.
- D. Preventive action.

**Answer: C**

## Question: 3

What order do the following corrective action steps normally take for nonconforming product?

- I. Analyze the problem.
- II. Assign responsibility.
- III. Take preventive action.
- IV. Evaluate potential importance.
- V. Investigate possible causes.

- A. I, II, V, IV, III

- B. II, IV, V, I, III
- C. V, II, IV, I, III
- D. II, I, IV, V, III

**Answer: B**

**Question: 4**

Of the problem solving categories below, what is the usual sequence?

1. Select a problem needing improvement.
2. Collect data.
3. Implement the solution.
4. Determine if project is appropriate.
5. Study current procedures.
6. Determine candidates for data collection.
7. Analyze data.
8. Solve the problem.

- A. 1, 4, 5, 6, 3, 8, 2, 7
- B. 1, 5, 4, 6, 2, 7, 8, 3
- C. 1, 5, 6, 2, 4, 8, 7, 3
- D. 4, 1, 5, 6, 2, 7, 8, 3

**Answer: B**

**Question: 5**

The descriptive name for a fishbone or Ishikawa diagram is which of the following?

- A. Flow charts.
- B. Cause and effect diagrams.
- C. Pareto diagram.
- D. Scatter diagram.

**Answer: B**

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### Question: 6

What is the standard deviation of the values below?  
4.5, 5.1, 6.2, 2.1, 3.9

- A. 1.136
- B. 2.087
- C. 1.362
- D. 1.522

**Answer: C**

### Question: 7

Regardless of the distribution of the individuals, the distribution of the average of  $n$  samples will follow which distribution as  $n$  becomes large?

- A. Normal
- B. Poisson.
- C. Exponential.
- D. Lognormal.

**Answer: A**

### Question: 8

A box contains 27 black and 3 red balls. A random sample of 5 balls is drawn without replacement. What is the probability that the sample contains one red ball?

- A. 0.108
- B. 0.270
- C. 0.369
- D. 0.500

**Answer: C**

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### Question: 9

Which of the following distributions have the set of all real numbers as their domain?

- A. Lognormal
- B. Exponential
- C. Weibull
- D. None of the above.

**Answer: D**

### Question: 10

Determine the coefficient of variation for the last 500 pilot plant test runs of high temperature film having a mean of 900 Kelvin with a standard deviation of 54.

- A. 6%
- B. 16.7%
- C. 6%
- D. 31%

**Answer: A**

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