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Question: 1

According to the Cynefin model, IT problems which require expert knowledge to determine cause and effect relationships are called what?
Response:

A. Composite problems
B. Complicated problems
C. Ordered problems
D. Chaotic problems

Answer: B

Question: 2

In the context of completing an A3 report, which is a skill used in Summarizing?
Response:

A. Able to combine several aspects of a problem into a single statement
B. Able to break a problem down into its constituent parts
C. Able to express relevant information briefly and concisely
D. Able to utilize pictures and graphics to explain problems and solutions

Answer: C

Question: 3

If you were addressing a process which was unstable, what kind of variation would you be attempting to understand and ultimately control?
Response:

A. Common cause variation
B. Independent variation
C. Special cause variation
D. Quantitative variation

Answer: C

Question: 4

The Kaizen team lead is preparing a communication plan. The following information will be included: Content, Audience, Timing, Form, Input, Actions, Capacity. Which information will be missing from the report?
Response:

A. Status
B. Issues
C. Purpose
D. Author

Answer: C

Question: 5

High-impact IT incidents which occur regularly but require different levels of effort and time are an example of what unit of work category?
Response:

A. Joggers
B. Sprinters
C. Runners
D. Repeaters

Answer: D

Question: 6

Which is the best description of a good A3 problem-solving report?
Response:

A. It is restricted to no more than a single page which restricts verbosity.
B. It helps the team to follow a structured problem-solving method.
C. For completeness it should include Background and Follow-up sections.
D. Remaining issues and upcoming actions should be described.

Answer: B

Question: 7

What are the Seven Basic Tools of Quality?
Response:

A. Histogram, Pareto chart, Scatter diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Check sheet
B. Root cause analysis, Pareto chart, Scatter diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Check sheet
C. Histogram, Pareto chart, Spaghetti diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Check sheet
D. Histogram, Pareto chart, Scatter diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Brainstorming

Answer: A

Question: 8

Using the Business case development technique what is the maximum period within which the Kaizen solution should produce positive return?
Response:

A. Within three months
B. Within six months
C. Within nine months
D. Within twelve months

Answer: B

Question: 9

How is a Kaizen initiative selected?
Response:

A. Problems that require investigation are selected by the sponsor and added to an improvement board
B. IT investigates and fixes problems based on the sequence shown on an improvement board
C. Problems are listed on an improvement board by the sponsor and are actioned by IT
D. Problems are selected from an improvement board by the sponsor and or a small team including the sponsor and investigated

Answer: D

Question: 10

What is Step 3 of the Improve Phase?
Response:

A. Select and prioritize solutions
B. Apply best and good practices
C. Generate potential solutions
D. Develop 'Future state' VSM

Answer: B