1 / 12 · Overview: Six Sigma and the Organization

How many scored questions does Overview: Six Sigma and the Organization carry?

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What does DMAIC stand for?

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What does Y = f(X) mean in a project?

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Champion versus process owner?

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Green Belt role in one line?

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Yearly saving from a lower defect rate?

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Define, measure, analyze, improve, control: the road map for improving a process that already exists.

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11 of the 100 scored questions.

ASQ CSSGB Body of Knowledge 2022: section question counts

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The champion backs the project and clears roadblocks; the process owner runs the process and keeps the gains afterward.

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The output the customer feels (Y) depends on a few process inputs (the Xs); the project hunts for the vital Xs.

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Volume x (old rate - new rate) x unit cost, using the same unit cost both times.

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Leads smaller projects or supports a Black Belt part time while keeping a regular job.

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Leading versus lagging indicator?

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The four views of a balanced scorecard?

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Takt time formula?

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What does a step slower than takt tell you?

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Theory of constraints focusing steps?

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12 / 12 · Overview: Six Sigma and the Organization

Push versus pull?

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Financial, customer, internal process, and learning and growth.

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A leading indicator moves first and predicts the result; a lagging one reports the result after the fact.

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It is a constraint: it caps output and builds a queue in front of it.

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Available working time / customer demand in the same period. Take breaks out of the time.

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Push makes to a forecast; pull starts work only when the next step or customer signals a need.

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Identify the constraint, exploit it, subordinate everything else to it, elevate it, then repeat.

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