

**1. Select the answer that best reflects the content presented in the Lean for Dummies book.**

	True	False
There is no single, concise definition of Lean.	<input checked="" type="radio"/>	<input type="radio"/>
The customer defines the value of the product or service.	<input checked="" type="radio"/>	<input type="radio"/>
The perfect value stream would have only value-added activities.	<input checked="" type="radio"/>	<input type="radio"/>
The concept of flow applies only to manufacturing assembly line processes.	<input type="radio"/>	<input checked="" type="radio"/>
It is the customer's demand that initiates pull.	<input checked="" type="radio"/>	<input type="radio"/>
In the Toyota Production System, humans are subordinate to machines.	<input type="radio"/>	<input checked="" type="radio"/>
The term "Just in Time" refers to making only what you need, when you need it, and in the amount needed.	<input checked="" type="radio"/>	<input type="radio"/>
The term "Jidoka" refers to conducting good inspections to identify defects.	<input type="radio"/>	<input checked="" type="radio"/>
Traditional cost accounting does not support Lean practices.	<input checked="" type="radio"/>	<input type="radio"/>
Statistics and rigorous data analysis are not part of Lean.	<input type="radio"/>	<input checked="" type="radio"/>

## 2. When analyzing the value stream, you:

- Focus only on the flow of information.
- Identify all the activities and events that occur to get the product or service to your customer, along with the corresponding information flow.
- Ensure the authorized colors of sticky notes are used for each process step.

## 3. To achieve flow, you must:

- Establish a committee to study the sources of flow blockage.
- Reduce variation and eliminate defects, equipment breakdowns, rework and outages.

## 4. In the concept of pull, you should only produce:

- As much as the current system is designed to make.
- As much as you have time to make given your other priorities.
- As much as the customer consumes.

## 5. In its simplest form, the term Kaizen means:

- You improve something everyday.
- Groups hold 5 day workshops.
- Designing entirely new approaches to the work.

## 6. The most important key to success is:

- Using the right set of tools.
- Respect for people.

## 7. Visual management enables people to:

- Make management decisions from their desks without having to go to the workplace.
- Compare their performance to others.
- See exactly what's going on and respond to issues rapidly.

## 8. To determine whether or not a process, task, or activity is value-added from the customer's perspective, the process, task or activity must meet what criteria?

- The customer must be willing to pay for it; it must transform the product or service in some way; it must be done right

the first time.

- The customer must have ordered it; budget must have approved it; the quality department must have inspected it.
- The customer must get the best price; it must be delivered on time; it must pass inspection the first time.

**9. The three categories of waste are:**

- Unevenness, overburden, and the traditional 7 forms of waste characterized by Taiichi Ohno.
- Mushi, Mara, and Mufasa
- Type 1, Type 2, and Type 3.

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