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

	True	False
Spaghetti diagrams can reveal waste in the flow of information processing as well as physical processing.	✔	○
You gather the voice of the customer through any and all means, including customer surveys, focus groups, personal interviews, product clinics, and customer service.	✔	○
Specialized software programs are mandatory for Lean practitioners to do quality work.	○	✔
One of the goals of the Production Preparation Process (3P) is to build quality into the system.	✔	○
Benchmarking can help you compare your performance to others, identify gaps, and brainstorm ways to close the gaps.	✔	○

2. The house of quality tool can help you:

○ Calculate takt time.

☑ Translate customer wants into language your organization can understand.

○ Size up your competition by comparing products, processes, and services.

3. Lead time is:

☑ The elapsed time for one item to make it through the system from initial step to customer shipment.

○ The elapsed time from when an individual worker begins working to when they stop working.

○ The elapsed time from designing a product or service to delivering it.

4. Which of the following are not part of the Production Preparation Process (3P) methodology?

○ Identify the product or process needs.

○ Diagram the requirements.

○ Find and evaluate nature for inspiration.

○ Identify design alternatives.

○ Build prototypes and mock-ups

○ Conduct a design review with the key stakeholders, including the original design team.

○ Implement the design solution.

☑ Submit a budget request to the legislature.

5. To get additional insight from your spaghetti diagram, you can:

○ Print it poster size and lay down on it.

☑ Use different colored lines to represent positions or components.

6. The Lean tools used to understand the customer and the value stream help you:

☑ Capture the customer's wants and needs, evaluate the value stream, and work with basic data.

○ Smooth out the bumps in the flow of your processes.

○ Mistake proof work and prevent defects.