

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

	True	False
Lean is only for the production part of business.	<input type="radio"/>	<input checked="" type="radio"/>
Waste is harder to see in transactional areas.	<input checked="" type="radio"/>	<input type="radio"/>
The customer's voice can help you eliminate non-value-added steps and activities.	<input checked="" type="radio"/>	<input type="radio"/>
Lean thinking can help you improve support functions like human resources, finance, and information technology.	<input checked="" type="radio"/>	<input type="radio"/>
From a Lean perspective, your key suppliers are long-term partners.	<input checked="" type="radio"/>	<input type="radio"/>

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**2. Using Lean thinking to improve human resources can result in:**

- Getting the right resources to teams and ensuring they have proper skills and competencies.
- Providing the tools and means by which employees create the culture that will sustain Lean improvements.
- Delivering training to the right people at the right time in the most effective way.
- All the above.

**3. When the product is software, one of the most important Lean techniques for software development is to:**

- Find the most qualified vendor.
- Simplify before you code.
- Establish an effective change order process.

**4. A value stream manager is someone who:**

- Works at the Department of Ecology and has a passion for rivers.
- Maintains performance levels by following standardized work.
- Is responsible for end-to-end improvements across one or more value streams.

**5. Using Lean thinking, you can take the waste out of customer relationship activities by:**

- Reducing the number of front-end processes and systems the customer has to interact with.
- Deciding, based on your own experience, what will work best for the customer.
- Moving everything to online or electronic systems.

**6. When it comes to production activities, what concept comes before everything else?**

- Reducing inventory.
- Pursuing one piece flow.
- Adhering to standard work.
- Safety.