

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

	True	False
Lean is only applicable in the manufacturing industry.	<input type="radio"/>	<input checked="" type="radio"/>
By applying Lean thinking in service industries, you can eliminate wasted time and effort.	<input checked="" type="radio"/>	<input type="radio"/>
In the healthcare industry, Lean has helped reduce wait times for patients.	<input checked="" type="radio"/>	<input type="radio"/>
Retail is the one industry in which Lean does not apply.	<input type="radio"/>	<input checked="" type="radio"/>
Lean enables governments to deliver more effectively to more people.	<input checked="" type="radio"/>	<input type="radio"/>

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2. When governments use Lean, they can:

- Shorten cycle times, improve service quality, and increase customer satisfaction.
- Replace all the employees with robots.
- Ignore citizen complaints.

3. Lean is helping many healthcare organizations:

- Improve turnaround time.
- Contain costs.
- Reduce space.
- Increase speed of delivery.
- Eliminate mistakes.
- All the above.

4. Overproduction waste in a service environment is:

- The unnecessary and non-value-added movement of people, goods, and information.
- Producing services sooner, faster, or in greater quantities than the customer is demanding or requiring.
- Producing services no one wants.

5. Error proofing gadgets (poke-yoke) prevent operators from:

- Eating too much sushi.
- Working overtime.
- Performing incorrectly and advancing poor quality to the next operation.

6. Lean enables governments to:

- Shorten cycle times.
- Improve service quality.
- Increase productivity.
- Increase customer satisfaction.
- Reduce waste.
- All the above.