Applying Lean Six Sigma in Health Care 1st edition Ross Test Bank

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Chapter 1 – Introduction to Lean Six Sigma

Multiple Choice

1. The goal of Lean 6σ is to reduce errors, cost, performance time, space requirements, and/or employee turnover by

A. 25%
B. 50%
C. 75%
D. 87%
E. 93%

2. Anesthesia deaths in the U.S. since the 1970s have fallen by

A. 25% to 35%
B. 45% to 55%
C. 65% to 75%
D. 85% to 95%

3. The STEEEP goal of effectiveness

A. Seeks treatment that does not injure a patient
B. Reduces harmful delays to patients
C. Restores patient health or reduces their pain
D. Minimizes the cost of treatment
E. Ensures that treatment does not vary based on race, gender, or age

4. The STEEEP goal of equity

A. Seeks treatment that does not injure a patient
B. Reduces harmful delays to patients
C. Restores patient health or reduces their pain
D. Minimizes the cost of treatment
E. Ensures that treatment does not vary based on race, gender, or age

5. Ensuring treatment is delivered using the minimum amount of resources is the STEEEP goal of

A. Timeliness
B. Effectiveness
C. Efficiency
D. Patient centeredness
E. Equity

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6. Ensuring treatment is based on the individual's preferences, needs, and values is the STEEEP goal of

A. Timeliness
B. Effectiveness
C. Efficiency
D. Patient centeredness
E. Equity

7. The five principles of Lean 6σ are

A. Value, value stream mapping, pull, flow, and perfection
B. Value, timeliness, pull, flow, and perfection
C. Value, value stream mapping, pull, flow, and price
D. Value, timeliness, pull, flow, and price

8. The value of a product is determined by

A. The good or services delivered
B. How a good or service is delivered
C. Performance time
D. Where a good or service is delivered
E. All of the above

9. Flow

A. Focuses on product features that enhance customer satisfaction
B. Is every action taken to design, produce, and deliver a product
C. Builds continuous movement processes and reduces wasted motion, interruptions, and delays
D. Produces products when demanded by customers
E. Minimizes defects

10. Value stream mapping

A. Focuses on the product features that enhance customer satisfaction
B. Documents every action taken to design, produce, and deliver a product
C. Builds continuous movement processes and reduces wasted motion, interruptions, and delays
D. Produces products when demanded by customers
E. Minimizes defects

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11. Which of the following is not essential work, therblig class 1, according to Gilbreth?

A. assembly
B. disassembly
C. use
D. transport

12. Preparation, therblig class 2,

A. changes a good or service
B. set-ups or transports materials
C. locates or inspects inputs
D. plans work

13. The foundation of the Toyota House is comprised of

A. Load leveling, standardization, and continuous quality improvement
B. Value stream mapping, pull, and delivering product when and where needed
C. Root cause analysis, prevention, and a focus on why rather than who
D. Developing people

14. Load leveling is

A. Distributing work to ensure all workers are fully employed, neither over- or underworked
B. Proactively seeking out and capitalizing on opportunities
C. Standardizing inputs and processes to ensure consistent output
D. Striving for prevention of rather than correction of defect

15. The Lean 6σ forerunner who introduced interchangeable parts was

A. Adam Smith
B. Eli Whitney
C. Frank Gilbreth
D. Henry Ford
E. Walter Shewhart

16. Set-in-place in 5S is designed to

A. Simplify the work area and reduce clutter
B. Define locations for tools and supplies
C. Ensure a clean work area
D. Ensure all workers use the same procedures

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17. Sort in 5S is designed to

A. <u>Simplify the work area and reduce clutter</u>
B. Define locations for tools and supplies
C. Ensure a clean work area
D. Ensure all workers use the same procedures

18. A Kaizen event is

A. Discrete, independent, and opportunistic problem solving
B. <u>A targeted project focusing on improving the performance of a process</u>
C. An organization philosophy focusing on continuous improvement
D. An approach to inventory management

19. According to Shumula obtaining green belt certification adds

A. $5,000 to one's salary
B. <u>$10,500 to one's salary</u>
C. $22,000 to one's salary
D. $46,000 to one's salary

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True or False

1. T/**<u>F</u>** Lean is a statistical approach aimed at minimizing variation with a goal of 3.4 defects per million opportunities

2. T/**<u>F</u>** The SQTCM goals are satisfaction, quality, timeliness, cost and morale

3. **<u>T</u>**/F Bertalanffy emphasized we should focus on the structure of systems and the interaction of its elements rather than system functions.

4. T/**<u>F</u>** The waste of over-processing arises when unnecessary motion is taken to complete an action.

5. **<u>T</u>**/F The waste of over-processing arises when more work is performed than required to produce a product or improve an outcome.

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6. **T**/F An A3 is used to summarize the results of results of a Lean 6σ project.

7. **T**/F In black box systems there are multiple acceptable ways to produce a good or service.

8. T/**F** The ultimate goal of SIPOC is to ensure consistent performance across all sites of an organization.

9. **T**/F The 30/30/30 exercise recommends 30 minutes of observation, identification of 30 problems or opportunities, and 30 minutes to correct one problem or implement one opportunity.

10. T/**F** There are approximately 1 million black belts in the U.S.

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