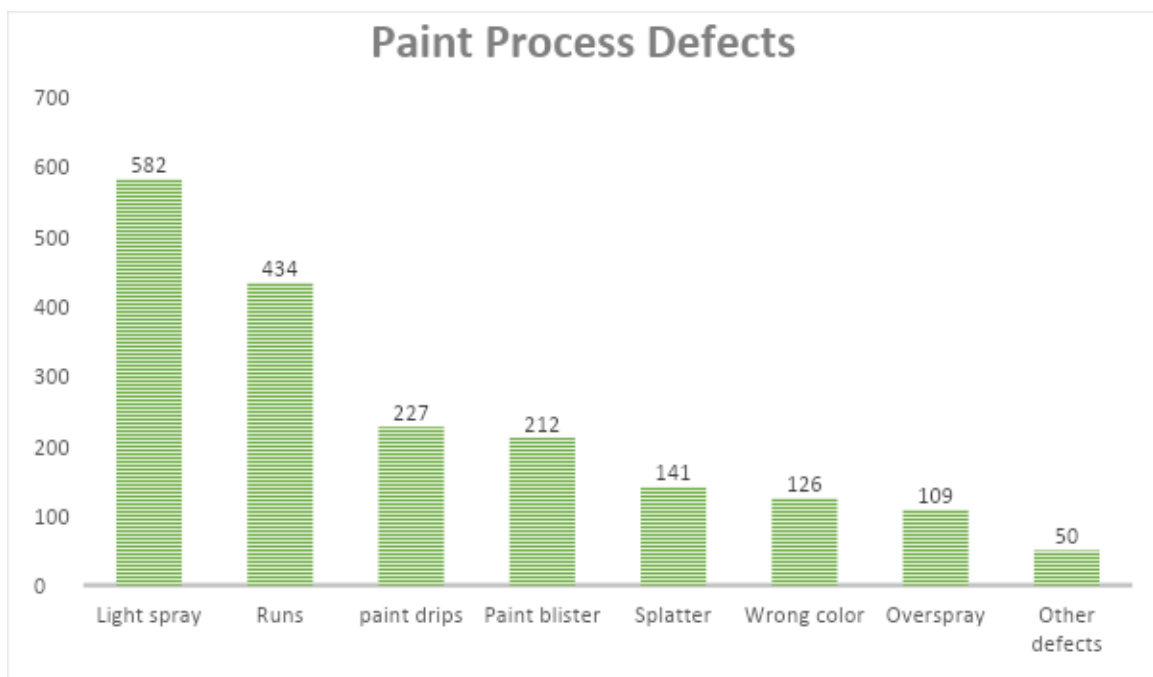


- 1) How would The University and control quality, as it relates to its undergraduate students? Will this definition and control method change for graduate students?
- 2) What tools might The University implement to measure and improve quality?
- 3) Using the DMAIC process, imagine improving the quality of a large grocery chain (such as Meijer). What will this improvement process look like?
- 4) You are a process engineer on a paint line, you have collected the following data for a 90-day period. Using the following Pareto Chart, describe how you may attack the problems?



- 5) If an event is certain to occur, what is its probability?
- 6) A local emergency room has a probability of an emergency will occur that is equal to 0.247. What is the likelihood that this HR will have a peaceful day?
- 7) What is the probability that you will correctly guess exactly five (5) out of ten (10) correct answers to a TRUE or FALSE test?