



Problem Solving Assessment

Name: _____ Date: _____

1. A Tally Sheet is used for:
 - A. trends
 - B. capturing data
 - C. manpower
2. How many times do we ask “Why?” regarding a Cause and Effect Diagram?
3. What is an example of a planning tool that may be used to help the implementation of the solution?
 - A. Gantt Chart
 - B. Pert Chart
 - C. Flow Chart
 - D. All of the above.
4. One rule of brainstorming is _____.
5. A problem exists when a product does not meet _____ or when production does not meet demand.
 - A. specifications
 - B. quality
 - C. production deadline
6. The _____ is the single and original cause of the problem.



7. A flowchart is a pictorial representation of the steps of a _____.
8. Cause and Effect Diagrams are sometimes called Ishakawa or _____ diagrams.
 - A. manpower
 - B. machinery
 - C. fishbone
9. Why do we ask “Why?” for each Cause and Effect Diagram?
10. A structured six-step process uses the _____ to enable you to identify and solve problems.
 - A. Flowchart
 - B. Problem solving method
 - C. Cause and effect diagram