



Problem Solving Assessment Answer Key

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?

Five times

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 _____.

Any of the following:

Criticizing is not allowed

Everyone gets a turn

Piggybacking off ideas is encouraged



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 root cause is the single and original cause of the problem.
7. A flowchart is a pictorial representation of the steps of a process.
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?
To determine the root cause of the problem.
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