

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

| | True | False |
|--|----------------------------------|----------------------------------|
| In Lean, you trust and respect people to make the most effective use of resources in order to add value to the customer. | <input checked="" type="radio"/> | <input type="radio"/> |
| It is best to ignore individual learning styles. | <input type="radio"/> | <input checked="" type="radio"/> |
| How you get results is as important as getting results. | <input checked="" type="radio"/> | <input type="radio"/> |
| Leaders should lead by going to the place where work is done and seeing what is happening. | <input checked="" type="radio"/> | <input type="radio"/> |
| If you want to succeed on the Lean journey, don't focus on the needs of individuals. | <input type="radio"/> | <input checked="" type="radio"/> |

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2. People love change when it is:

- Their own idea.
- Imposed on them by senior leaders.
- Going to add more work to their plate.

3. A clear vision includes:

- Details about how the organization will be 20 years from now.
- Lofty visionary statements.
- Performance expectations, timing, expected outcomes, interrelationships to other agency initiatives, and commitments to the organization.

4. Two of the biggest challenges managers face when shifting from traditional management to Lean are:

- Pay and recognition.
- Recognizing that how we get results is as important as getting results and recognizing how they must do their job differently.
- Training and tools.

5. One of the best ways to overcome fear is to build a culture that is:

- Blame free.
- Focused on rewards.
- Resistant to change.

6. While you are the only one who can change you, how you react to situations:

- Does not affect other people much.
- Can influence a heck of a lot of people – positively or negatively.
- Is no one else's business.