

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

	True	False
Simply stated, "value" is the worth placed on something.	<input checked="" type="radio"/>	<input type="radio"/>
Customers should never be allowed to define the value of the output of a process.	<input type="radio"/>	<input checked="" type="radio"/>
Waste (muda), unevenness (mura), and overdoing (muri) are three types of non-value added activities.	<input checked="" type="radio"/>	<input type="radio"/>
Testing, inspections, and transportation are all examples of non-value added activities.	<input checked="" type="radio"/>	<input type="radio"/>
You must balance the direct customer's requirements with those of the end consumer.	<input checked="" type="radio"/>	<input type="radio"/>

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2. Which criteria must be met in order for you to declare an activity to be value added from the customer's perspective?

- ☐ The customer must be willing to pay for the activity.
- ☐ The activity must transform the product or service in some way.
- ☐ The activity must be done correctly the first time.
- ☒ All the above.

3. What is type-1 waste (or muda)?

- ☒ Actions that are non-value added but are for some other reason deemed necessary.
- ☐ Actions that are unnecessary and should be the first targets for elimination.
- ☐ Actions that are not inspected by an auditor.

4. What is type-2 waste (or muda)?

- ☐ Actions that are non-value added but are for some other reason deemed necessary.
- ☒ Actions that are unnecessary and should be the first targets for elimination.
- ☐ Actions that are not inspected by an auditor.

5. The Kano model classifies customer requirements into which three categories?

- ☐ Easy, Moderate, and Difficult.
- ☒ Delighters, Wants, and Needs.
- ☐ Get'er done, Are you kidding me?, and Fugetaboutit.

6. Customer interests and satisfaction:

- ☒ Change over time.
- ☐ Seldom change.
- ☐ Never change.