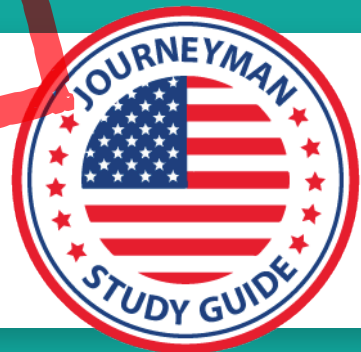


JOURNEYMAN STUDY GUIDE QUALITY CONTROL TECHNICIAN YEAR 2

SAMPLE
250 EXAM PREP QUESTIONS,
WITH EXPLAINED ANSWERS



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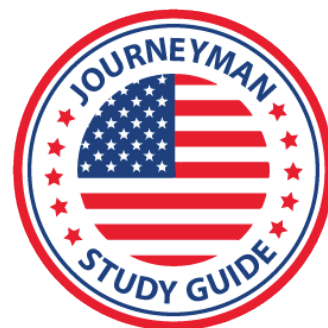
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SNOWS QUEST



Year 2: Intermediate Quality Control Practices

Subject 3. Root Cause Analysis and Troubleshooting Defects

1. What is the purpose of root cause analysis?

- a) Increase production
- b) Identify defect sources
- c) Train employees
- d) Create new products

Correct Answer: b) Identify defect sources

Explanation: Root cause analysis aims to identify the underlying reasons for defects in products or processes. By focusing on the root causes, quality control technicians can implement effective solutions that address the problems at their source, reducing the likelihood of recurrence and improving overall product quality.

2. How many times should "5 Whys" be applied?

- a) Three times
- b) Four times
- c) Six times
- d) Five times

Correct Answer: d) Five times

Explanation: The "5 Whys" technique is a problem-solving method that involves asking "why" five times to drill down to the root cause of a problem. This iterative questioning helps uncover deeper issues that may not be immediately obvious, allowing quality control technicians to address the real source of defects effectively.

3. What does a Fishbone Diagram illustrate?

- a) Cause and effect
- b) Process flow
- c) Employee roles
- d) Financial data

Correct Answer: a) Cause and effect

Explanation: A Fishbone Diagram, also known as an Ishikawa or cause-and-effect diagram, visually represents the various potential causes of a specific problem. This tool helps quality control technicians brainstorm and categorize factors contributing to defects, making it easier to identify areas for improvement and develop corrective actions.



4. What type of defects does root cause analysis target?

- a) Major defects
- b) None
- c) Minor defects
- d) All defects

Correct Answer: d) All defects

Explanation: Root cause analysis targets all types of defects within a product or process. By analyzing and understanding the reasons behind defects, quality control technicians can implement solutions that not only address current issues but also prevent future occurrences, ultimately leading to higher quality standards and customer satisfaction.

5. Which method is best for brainstorming causes?

- a) Fishbone Diagram
- b) Quality audits
- c) Surveys
- d) Production reports

Correct Answer: a) Fishbone Diagram

Explanation: The Fishbone Diagram is particularly effective for brainstorming potential causes of defects because it encourages team collaboration and diverse input. By categorizing causes into main branches, it provides a structured approach to exploring all possible factors that may contribute to quality issues, facilitating a comprehensive analysis.

6. What is a common corrective action?

- a) Increase costs
- b) Reduce quality
- c) Implement training
- d) Ignore defects

Correct Answer: c) Implement training

Explanation: Implementing training is a common corrective action aimed at addressing skill gaps or knowledge deficiencies that contribute to defects. By enhancing employee capabilities and ensuring they understand quality standards and procedures, organizations can significantly reduce the incidence of defects in their products and processes.



7. Which is not a step in root cause analysis?

- a) Collect data
- b) Analyze root causes
- c) Discard findings
- d) Identify solutions

Correct Answer: c) Discard findings

Explanation: Discarding findings is not a step in root cause analysis. Instead, this process involves collecting data, analyzing information, and identifying root causes to develop actionable solutions. Each step is crucial for ensuring that the analysis is thorough and that the implemented solutions effectively address the identified problems.

8. What is a key benefit of using "5 Whys"?

- a) Increases production speed
- b) Reduces employee engagement
- c) Simplifies complex issues
- d) Creates new complaints

Correct Answer: c) Simplifies complex issues

Explanation: One of the key benefits of using the "5 Whys" method is that it simplifies complex issues by breaking them down into manageable parts. It allows quality control technicians to focus on specific problems and helps them understand the relationships between symptoms and root causes, leading to more effective solutions.

9. What should be documented after root cause analysis?

- a) Customer complaints
- b) Solutions only
- c) Causes and solutions
- d) Employee names

Correct Answer: c) Causes and solutions

Explanation: Documenting both causes and solutions after a root cause analysis is crucial for several reasons. It provides a reference for future issues, helps maintain accountability for corrective actions, and allows for continuous improvement by tracking the effectiveness of implemented solutions over time.



10. How does training help in defect prevention?

- a) Reduces awareness
- b) Increases defects
- c) Wastes resources
- d) Enhances skills

Correct Answer: d) Enhances skills

Explanation: Training enhances skills by providing employees with the knowledge and competencies necessary to perform their jobs effectively. When staff are well-trained, they are more likely to adhere to quality standards and processes, reducing the likelihood of defects and contributing to overall product quality and customer satisfaction.

11. What is the first step in a Fishbone Diagram?

- a) Identify effects
- b) Define the problem
- c) Create categories
- d) Brainstorm causes

Correct Answer: b) Define the problem

Explanation: The first step in creating a Fishbone Diagram is to clearly define the problem or defect being analyzed. This ensures that all team members are focused on the same issue and helps structure the brainstorming process effectively, leading to a more comprehensive identification of potential causes.

12. What is the main focus of corrective actions?

- a) Prevent future defects
- b) Shorten work hours
- c) Reduce costs
- d) Increase production

Correct Answer: a) Prevent future defects

Explanation: The main focus of corrective actions is to prevent future defects by addressing the root causes identified during analysis. By implementing effective solutions, quality control technicians can minimize the recurrence of issues, ensuring that products meet quality standards and reducing waste in the production process.



13. When is "5 Whys" most effective?

- a) Financial decisions
- b) Simple problems
- c) Unrelated issues
- d) Complex issues

Correct Answer: b) Simple problems

Explanation: The "5 Whys" technique is most effective for simple problems where the root cause can be identified through straightforward questioning. It allows quality control technicians to quickly uncover the underlying issues without getting bogged down in overly complex analyses, streamlining the problem-solving process.

14. What is the purpose of documenting findings?

- a) Reduce transparency
- b) Increase costs
- c) Track defects
- d) Ignore problems

Correct Answer: c) Track defects

Explanation: The purpose of documenting findings from root cause analysis is to track defects and the effectiveness of corrective actions over time. This documentation serves as a valuable resource for future reference, helping quality control technicians understand trends, identify recurring issues, and continuously improve quality management processes.

15. What does a cause-and-effect analysis help identify?

- a) Root causes
- b) Process improvements
- c) Financial gains
- d) Employee performance

Correct Answer: a) Root causes

Explanation: A cause-and-effect analysis helps identify root causes of defects by systematically examining the factors that contribute to problems. By using tools like the Fishbone Diagram, quality control technicians can categorize and analyze potential causes, leading to a better understanding of the issues at hand and more effective corrective actions.

16. What should be done after identifying root causes?

- a) Blame employees
- b) Implement solutions
- c) Raise prices
- d) Ignore them

Correct Answer: b) Implement solutions

Explanation: After identifying root causes, the next logical step is to implement solutions that address those causes. This proactive approach is essential to prevent the recurrence of defects, improve product quality, and enhance customer satisfaction, ultimately contributing to the organization's success in quality control.

17. Who should be involved in root cause analysis?

- a) External auditors
- b) All employees
- c) Only managers
- d) Quality control team

Correct Answer: d) Quality control team

Explanation: The quality control team should be actively involved in root cause analysis because they possess the expertise and knowledge necessary to analyze defects effectively. Collaborating with team members ensures a comprehensive understanding of the issues, leading to more accurate identification of root causes and better solutions.

18. What is a potential drawback of inadequate root cause analysis?

- a) Improved morale
- b) Increased quality
- c) Higher efficiency
- d) Recurring defects

Correct Answer: d) Recurring defects

Explanation: A potential drawback of inadequate root cause analysis is the risk of recurring defects. If the analysis fails to identify the true causes of problems, the same issues are likely to arise repeatedly, leading to increased costs, wasted resources, and diminished product quality, ultimately harming customer trust and satisfaction.

19. Which tool complements root cause analysis?

- a) Cost analysis
- b) Fishbone Diagram
- c) Inventory reports
- d) Employee surveys

Correct Answer: b) Fishbone Diagram

Explanation: The Fishbone Diagram complements root cause analysis by providing a visual representation of potential causes related to a specific problem. This tool encourages collaboration and brainstorming among team members, allowing for a more thorough examination of factors that may contribute to defects and leading to targeted corrective actions.

20. What can limit the effectiveness of corrective actions?

- a) Clear documentation
- b) Employee training
- c) Team collaboration
- d) Poor communication

Correct Answer: d) Poor communication

Explanation: Poor communication can significantly limit the effectiveness of corrective actions by preventing team members from understanding the issues and the solutions being implemented. Clear communication is essential for ensuring that everyone is on the same page, which enhances the likelihood of successful implementation and sustained improvements in quality control.

21. What is the benefit of team collaboration during analysis?

- a) Creates confusion
- b) Slows down process
- c) Increases diverse perspectives
- d) Reduces input

Correct Answer: c) Increases diverse perspectives

Explanation: Team collaboration during analysis increases diverse perspectives, which can lead to a more comprehensive understanding of the problem at hand. Different team members may bring unique insights and experiences, enhancing the quality of the analysis and the identification of root causes, ultimately resulting in more effective solutions.



22. Why is it important to analyze data before solutions?

- a) Increases defects
- b) Avoids documentation
- c) Saves time
- d) Validates findings

Correct Answer: d) Validates findings

Explanation: Analyzing data before proposing solutions is important because it validates findings and ensures that decisions are based on accurate information. This step helps quality control technicians confirm the root causes of defects and develop targeted solutions that address these issues effectively, leading to improved product quality.

23. When should corrective actions be reviewed?

- a) Never
- b) After implementation
- c) At random times
- d) Only during audits

Correct Answer: b) After implementation

Explanation: Corrective actions should be reviewed after implementation to assess their effectiveness in addressing the identified root causes. This review process is crucial for determining whether the solutions have successfully reduced defects, allowing for adjustments or further improvements as needed to enhance quality control processes.

24. How do you prioritize causes in analysis?

- a) Cost estimation
- b) Impact assessment
- c) Random selection
- d) Employee opinions

Correct Answer: b) Impact assessment

Explanation: Prioritizing causes in analysis should be based on impact assessment, which evaluates the significance of each cause in relation to the overall problem. By focusing on the most critical factors contributing to defects, quality control technicians can allocate resources effectively and address the most pressing issues first.



25. What should be the ultimate goal of quality control?

- a) Ensure quality products
- b) Maximize defects
- c) Increase costs
- d) Reduce production

Correct Answer: a) Ensure quality products

Explanation: The ultimate goal of quality control is to ensure the production of high-quality products that meet or exceed customer expectations. By implementing effective root cause analysis and corrective actions, quality control technicians can minimize defects, enhance reliability, and maintain customer satisfaction, which is essential for business success.



Subject - 1

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About the Creators:

Bobby Bedi:

Bobby Bedi, co-creator of the Journeyman Study Guide, calls the Pacific Northwest home, where he has built an extensive career spanning more than two decades. His diverse background, which includes architecture, digital innovation, and industrial marketing, has given him a unique ability to bridge traditional industries with cutting-edge digital solutions. Bobby has worked across a spectrum of industries, from agile startups to publicly traded companies and educational platforms, bringing a depth of experience that has been crucial to the platform's success.

Bobby's precision and problem-solving skills, refined through his years in architecture, have seamlessly transitioned into his work in digital marketing and technology. Since 2006, Bobby has been at the forefront of digital innovation, applying his expertise to transform trade education. He has been instrumental in developing cutting-edge, user-friendly platforms that make learning accessible across the globe, combining technology with education to create impactful online experiences.

As co-creator of the platform, Bobby also plays a key role in the industrial sector, where he helps companies scale by leveraging his expertise in digital marketing and business strategy. His dedication to making education affordable and impactful has driven the growth of the Journeyman Study Guide, ensuring that individuals at every stage of their careers have access to quality learning tools.

Kris McFarlane:

Kris McFarlane, co-creator of the Journeyman Study Guide, has over two decades of experience in business development, education, and the trades. Based in the Pacific Northwest, Kris has worked with a range of organizations—from agile startups to publicly traded companies—driving business growth and developing successful strategies across industries. His expertise in scaling businesses and creating educational platforms has been key to the guide's reach and effectiveness.

Kris's deep roots in the trades and industrial sector, paired with his extensive experience in business development, give him a unique ability to understand both the practical and strategic needs of companies and individuals. His leadership and ability to mentor others have helped shape the platform, making it a go-to resource for tradespeople seeking career advancement and certification.

Having struggled with traditional education early in life, Kris understands the importance of making learning accessible for everyone. His passion for empowering others, especially those who feel underserved by conventional education systems, is reflected in every aspect of the Journeyman Study Guide. Kris's work is driven by a commitment to helping aspiring tradespeople succeed in their careers through affordable, practical, and accessible learning resources.

Work with the Creators

As co-creators of the Journeyman Study Guide, Bobby Bedi and Kris McFarlane draw from extensive experience working with agile startups, publicly traded companies, and education platforms. Their combined expertise has shaped a platform that empowers businesses and individuals alike. To learn more or explore opportunities with the *Unity Crest Solutions team*, visit UnityCrestSolutions.com, where they continue to help organizations and people succeed.



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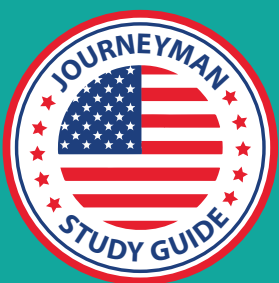
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