

EXIN LEANITK

EXIN LEANITK Certification Questions & Answers

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LEANITK

[EXIN Lean IT Kaizen](#)

40 Questions Exam – 65% Cut Score – Duration of 90 minutes

Table of Contents:

Discover More about the EXIN LEANITK Certification ..	2
EXIN LEANITK Certification Details:	2
EXIN LEANITK Syllabus:.....	2
Introduction of Kaizen - 15%	2
Organizing Kaizen - 10%	3
A3 Method - 10%	4
Define - 10%	4
Measure - 15%	5
Analyze - 12.5%	6
Improve - 10%	7
Control - 17.5%	8
Broaden Your Knowledge with EXIN LEANITK Sample Questions:	10
Avail the Study Guide to Pass EXIN LEANITK Exam:.	12
Career Benefits:	13

Discover More about the EXIN LEANITK Certification

Are you interested in passing the EXIN LEANITK exam? First discover, who benefits from the LEANITK certification. The LEANITK is suitable for a candidate if he wants to learn about Lean IT. Passing the LEANITK exam earns you the EXIN Lean IT Kaizen title.

While preparing for the LEANITK exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The LEANITK PDF contains some of the most valuable preparation tips and the details and instant access to useful [LEANITK study materials just at one click.](#)

EXIN LEANITK Certification Details:

Exam Name	EXIN Lean IT Kaizen
Exam Code	LEANITK
Exam Price	\$265 (USD)
Duration	90 mins
Number of Questions	40
Passing Score	65%
Schedule Exam	Pearson VUE
Sample Questions	EXIN LEANITK Sample Questions
Practice Exam	EXIN LEANITK Certification Practice Exam

EXIN LEANITK Syllabus:

Topic	Details	Weights
Introduction of Kaizen - 15%		
Know the Most Important Concepts Regarding Kaizen	<ul style="list-style-type: none"> - Recall and understand definitions of Kaizen (continuous improvement), Kakushin (innovation) and Kaikaku (revolutionary change/'transformation of mind') as the three forms of change for the better within Lean - Recall the phases in the DMAIC method 	7.5%

Topic	Details	Weights
	<ul style="list-style-type: none"> - Understand DMEDI: (Define, Measure, Explore, Develop, Implement) the innovation cycle as compared to DMAIC - Recall Continuous Improvement models, specifically ITIL Continual Service Improvement and Plan-Do-Check-Act - Difference between daily kaizen and improvement kaizen - Kaizen mindset in relation to daily kaizen and improvement kaizen 	
Understand the Following Aspects Dealt with in the Introduction	<ul style="list-style-type: none"> - Describe the Kaizen Mindset - Identify the core elements of the Kaizen Mindset - Identify the difference between Improvement Kaizen and Daily Kaizen; identify benefits and drawbacks of each - Understand the difference between a problem and the IT Service Management definition of a problem - Identify Muri, Mura and Muda as elements that can be removed using Kaizen 	5%
Apply the Following Aspects Dealt with in the Introduction	<ul style="list-style-type: none"> - Differentiate between situations where DMAIC is used as opposed to DMEDI - Identify how Lean looks at problems 	2.5%
Organizing Kaizen - 10%		
Know the Key Components of Organizing Kaizen	<ul style="list-style-type: none"> - Recall the sources of improvement initiatives – Voice of the Customer, Voice of the Process, Voice of the Business, Voice of the regulator - Kaizen team roles: kaizen sponsor, kaizen lead, kaizen team member 	5%
Understand the Following Aspects Related to Organizing Kaizen	<ul style="list-style-type: none"> - Identify the correct team members for a kaizen team - Identify the way to select kaizen initiatives - Identify the activities for which each of the kaizen roles is responsible 	2.5%

Topic	Details	Weights
Apply the Following Aspects Related to Organizing Kaizen	<ul style="list-style-type: none"> - Gain support for the kaizen event - Plan and prepare a kaizen event - Select the correct team members for a kaizen team - Select kaizen initiatives 	2.5%
A3 Method - 10%		
Know the Key Components of the A3 Method	<ul style="list-style-type: none"> - Recall the origins and goals of the A3 Method and specific use of A3 Problemsolving report - Recall the role of the key sections on an A3 Problem Solving Report: Background, Current Condition, Future State goals/setting targets, Analysis, Proposed options, Plan/Improvement and Follow-Up - Identify the aim of A3 Problem-solving report, A3 Status report and A3 Proposal report - Understand the MECE concept "mutually exclusive and collectively exhaustive" 	5%
Understand the Following Aspects Related to the A3 Method	<ul style="list-style-type: none"> - Explain the difference between Summarizing, Analyzing and Synthesizing - Identify whether information is "mutually exclusive and collectively exhaustive" (MECE) - Identify the situation, complication and key question of a situation - Difference between A3 Problem-solving report, A3 Status report and A3 Proposal report 	2.5%
Apply the Following Aspects Related to the A3 Method	<ul style="list-style-type: none"> - Summarize information into the A3 format - Structure communication according to the Pyramid principle 	2.5%
Define - 10%		
Know the Key Aspects of the Define Phase	<ul style="list-style-type: none"> - Recall the Key Steps of the Define Stage <ul style="list-style-type: none"> • Select Problem and identify owner 	5%

Topic	Details	Weights
	<ul style="list-style-type: none"> • Create Problem statement and select kaizen team • Validate the scope of the problem • Collect VoC information <ul style="list-style-type: none"> - Create high level kaizen plan - Recall the definition of a Hypothesis and a Problem Statement - Understand the basic types of problems: simple, complicated, complex, chaotic, disorder, based on Cynefin model - Recall the perspectives required to validate a problem statement 	
Understand the Following Aspects of the Define Phase	<ul style="list-style-type: none"> - Identify the types of problems: simple, complicated, complex, chaotic disorder, according to the Cynefin model - Validate a problem based on business benefits, impact and feasibility - Which tools to use to define and scope a problem statement (SIPOC, CTQ) - Explain the difference between a Hypothesis and a Problem Statement 	2.5%
Applying the Following Aspects of the Define Phase	<ul style="list-style-type: none"> - How to write a problem definition - Complete an A3 “Background Section” - Map the key stakeholder for the Kaizen activity; carry out a stakeholder analysis - Identify typical problems in an IT context 	2.5%
Measure - 15%		
Know the Key Aspects of the Measure Phase	<ul style="list-style-type: none"> - Recall Key Steps in Measure • Identify the outputs and inputs of the process in which the problem occurs • Create Validate Value Stream Map of the process • Create and execute data collection plan • Validate the measurement system 	7.5%

Topic	Details	Weights
	<ul style="list-style-type: none"> • Assess the capability and performance of the process • Identify Quick Wins improvements - Recall IT units of work: incident, Service Request, Problem, Standard Change, Operational activity, Non-standard Change, Advice, Plan - Recall three types of variable: dependent, independent and control - Explain the definitions of Baseline and Benchmark - Explain the three generic types of units of work: runners, repeaters and strangers - Recall VSM metrics (Lead time, Takt rate, Changeover time, Queue time, Workin process, Capacity, Throughput, VA/NNVA/NVA time) and calculations (PCE, Little's Law)	
Understand the Following Aspects of the Measure Phase	- Identify the difference between Qualitative and Quantitative Measurement systems - Identify the difference between a Baseline and a Benchmark - Identify the relationship between IT units of work and the three generic types of units of work - Identify types of Qualitative and Quantitative Measurement systems	5%
Applying the Following Aspects of the Measure Phase	- Create a Value Stream map with metrics and calculations (Exercise) - Complete Current Conditions section of A3 - Set up measurement systems	2.5%
Analyze - 12.5%		
Know the Key Aspects of the Analyze Phase	- Recall Key Steps for Analyze Phase <ul style="list-style-type: none"> • Determine the critical independent variables 	5%

Topic	Details	Weights
	<ul style="list-style-type: none"> • Perform the data analysis • Perform the process analysis • Determine the root causes • Prioritize the root causes - Seven basic tools of Quality: histogram, pareto chart, scatter diagram, flow chart, control chart, fishbone (Ishikawa) diagram, check sheet - Recall common cause variation and special cause variation - Recall Time Trap and Capacity Constraint - Recall the tools for investigating root cause: 5 whys, Cause & Effect matrix, Failure Mode Effects Analysis	
Understand the following aspects of the Analyze phase	- Identify each of the seven basic tools of Quality - Visualize and analyze root cause <ul style="list-style-type: none"> • 5 whys • Cause & Effects matrix • Failure Mode Effects Analysis (FMEA) - Identify the difference between Time Trap and Capacity Constraint - Identify the difference between common cause variation and special cause variation	2.5%
Applying the Following Aspects of the Analyze Phase	- Identify ways for dealing with common cause variation and special cause variation - Use all tools described in this section - Complete the Analyze section of A3 - Analyze a Value Stream Map - Identify whether a process is in control or out of control	5%
Improve - 10%		
Know the Key Aspects of the Improve Phase	- Recall Key Steps for Improve Phase	2.5%

Topic	Details	Weights
	<ul style="list-style-type: none"> • Generate potential solutions • Select and prioritize solutions • Apply best and good practices • Develop “Future State” VSM • Pilot the solution and confirm improvement outcomes • Create implementation plan for full-scale roll-out of solution(s) <p>- Recall idea generation techniques: brainstorming, reverse thinking, SCAMPER</p> <p>- Recall solution prioritization techniques: affinity mapping, solution matrix, multi-voting, business case development</p>	
Understand the Following Aspects of the Improve Phase	<p>- How to test a solution depending on the type of problem (Cynefin) to which it is related</p> <p>- Identify idea generation techniques, specifically: brainstorming, reverse thinking, SCAMPER</p> <p>- Identify solution selection and prioritization techniques, specifically affinity mapping, solution matrix, multi-voting, business case development</p> <p>- Best practice solutions within IT: ITIL, Cobit, Scrum, Prince2/PMI</p> <p>- Good practice (principle-based) solutions within IT: Lean IT, Agile, DevOps</p>	5%
Applying the Following Aspects of the Improve Phase	<p>- Apply idea generation and solution selection techniques</p> <p>- Complete A3 Section Future State/Targets & Proposed Options</p>	2.5%
Control - 17.5%		
Know the Key Aspects of Control Phase	<p>- Recall the definition of a control</p> <p>- Recall Measurement of improvement</p>	7.5%

Topic	Details	Weights
	<ul style="list-style-type: none"> • Critical Success Factor/Key Performance Indicator • Consistent and Coherent measurements • Lead and Lag Measures • Creation of Management Dashboards <p>- Recall the components of a Control plan: documentation, monitoring, response, training</p> <p>- Recall types of documentation: policy, process, standard operating procedure</p> <p>- Recall types of monitoring: metrics, visual management, performance dialogue, cascade</p> <p>- Recall Key steps in the Control Phase</p> <ul style="list-style-type: none"> • Create measurement system • Create documentation • Create Control plan • Communicate to stakeholders • Present the results as described on the A3 • Transition ownership 	
Understand the Following Aspects of Control Phase	<p>- Identify a Standard Operating Procedure</p> <p>- Level of documentation, based on risk/value</p> <p>- Capture the lessons learned (of failure and success)</p> <p>- Replicating improvements to other areas</p> <p>- Identify the components of a communication plan</p>	5%
Applying the Following Aspects of the Control Phase	<p>- Create a measurement system to control the improvement, present in a dashboard</p> <p>- Complete follow-up section on A3 and finalize all items on the A3</p> <p>- Create a communication plan tailored to the stakeholders</p>	5%

Broaden Your Knowledge with EXIN LEANITK

Sample Questions:

Question: 1

How is a Kaizen initiative selected?

- a) Problems that require investigation are selected by the sponsor and added to an improvement board
- b) IT investigates and fixes problems based on the sequence shown on an improvement board
- c) Problems are listed on an improvement board by the sponsor and are actioned by IT
- d) Problems are selected from an improvement board by the sponsor and or a small team including the sponsor and investigated

Answer: d

Question: 2

What is Step 3 of the Improve Phase?

- a) Apply best and good practices
- b) Select and prioritize solutions
- c) Generate potential solutions
- d) Develop 'Future state' VSM

Answer: a

Question: 3

What are the Seven Basic Tools of Quality?

- a) Histogram, Pareto chart, Scatter diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Check sheet
- b) Root cause analysis, Pareto chart, Scatter diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Check sheet
- c) Histogram, Pareto chart, Spaghetti diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Check sheet
- d) Histogram, Pareto chart, Scatter diagram, Flow chart, Control chart, Fishbone (Ishikawa) diagram, Brainstorming

Answer: a

Question: 4

According to the Cynefin model, IT problems which require expert knowledge to determine cause and effect relationships are called what?

- a) Composite problems
- b) Complicated problems
- c) Ordered problems
- d) Chaotic problems

Answer: b

Question: 5

In the context of completing an A3 report, which is a skill used in Summarizing?

- a) Able to combine several aspects of a problem into a single statement
- b) Able to break a problem down into its constituent parts
- c) Able to express relevant information briefly and concisely
- d) Able to utilize pictures and graphics to explain problems and solutions

Answer: c

Question: 6

The Kaizen team lead is preparing a communication plan. The following information will be included: Content, Audience, Timing, Form, Input, Actions, Capacity. Which information will be missing from the report?

- a) Purpose
- b) Author
- c) Issues
- d) Status

Answer: a

Question: 7

If you were addressing a process which was unstable, what kind of variation would you be attempting to understand and ultimately control?

- a) Common cause variation
- b) Independent variation
- c) Special cause variation
- d) Quantitative variation

Answer: c

Question: 8

High-impact IT incidents which occur regularly but require different levels of effort and time are an example of what unit of work category?

- a) Joggers
- b) Sprinters
- c) Runners
- d) Repeaters

Answer: d

Question: 9

Using the Business case development technique what is the maximum period within which the Kaizen solution should produce positive return?

- a) Within three months
- b) Within six months
- c) Within nine months
- d) Within twelve months

Answer: b

Question: 10

Which is the best description of a good A3 problem-solving report?

- a) Remaining issues and upcoming actions should be described.
- b) For completeness it should include Background and Follow-up sections.
- c) It helps the team to follow a structured problem-solving method.
- d) It is restricted to no more than a single page which restricts verbosity.

Answer: c

Avail the Study Guide to Pass EXIN LEANITK Exam:

- Find out about the LEANITK syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [EXIN LEANITK syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk

out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.

- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the [LEANITK training](#). Joining the EXIN provided training for this EXIN certification exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [EXIN LEANITK sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. LEANITK practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

Passing the EXIN LEANITK exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the EXIN LEANITK Certification

CertFun.Com is here with all the necessary details regarding the LEANITK exam. We provide authentic practice tests for the LEANITK exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on CertFun.Com for rigorous, unlimited two-month attempts on the [LEANITK practice tests](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the EXIN Lean IT Kaizen.

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