Culture of Kaizen Answers

1. If you neglect the human side of continuous improvement, it doesn’t matter how good you, or your organization, are with tools like 5S or Control Charts since you’ll almost certainly fail to build a rock solid culture of kaizen.
   □ True
   □ False

2. The ABCs of Organizational Culture consist of Artifacts, Behaviors, and _____________.
   □ Character
   □ Convictions
   □ Costing
   □ Cost Accounting

3. Kaizen can be broadly defined as _____________, scientific problem solving, directed towards the benefit of society.
   □ profit driven
   □ management-centered
   □ people-centered
   □ cost driven

4. Respect for Profitability is a pillar of the Toyota Way.
   □ True
   □ False

5. People development should primarily occur on the ____________, or the place the work is done.
   □ gemba
   □ genchi
   □ gorufu
   □ gorufuba
Culture of Kaizen Answers

6. ____________ exist to mask physical pain.
   - Oxytocin molecules
   - Serotonin drips
   - **Endorphins**
   - Cortisol drips

7. ____________ is released when we accomplish things such as marking an item off a to-do list.
   - Dopamine
   - Morphine
   - Cortisol
   - Oxytocin

8. Often referred to as the “Leadership Chemical.”
   - Dopamine
   - **Serotonin**
   - Cortisol
   - Adrenaline

9. Oxytocin and Serotonin are usually referred to as the selfless chemicals since they're at their best when we help others in some way.
   - **True**
   - False

10. The SCARF model stands for status, certainty, ____________, relatedness, and fairness.
    - anatomy
    - additive
    - **answer**
    - autonomy
Culture of Kaizen Answers

11. The mysterious part of our brain that’s believed to play an important role into how habits are formed.

- Basal Ganglia
- Frontal Lobe
- Occipital Lobe
- Corpus Callosum

12. Keystone habits are small changes, or habits, that people introduce into their routines that unintentionally carry over into other aspects of their daily lives at home or work.

- True
- False

13. Neuroscientists have found the most powerful aspects of the habit loop are actually the cue and routine.

- True
- False

14. According to the 2013 Gallup poll only 30% of the U.S. workforce is engaged in their work.

- True
- False

15. Leverages things like monetary bonuses in order to motivate employees.

- Extrinsic Motivators
- Intrinsic Motivators
Culture of Kaizen Answers

16. Which of the following is **NOT** part of Intrinsic Motivation?
   - □ Mastery
   - □ Autonomy
   - □ Purpose
   - □ Compensation

17. Rhetoric is the art of speaking and writing effectively and, as it turns out, actually plays an important role for those of us attempting to create cultures of kaizen.
   - □ True
   - □ False

18. ___________ is all about establishing trust, credibility and authority.
   - □ Ethos
   - □ Pathos
   - □ Logos

19. ___________ is all about facts and logical reasoning.
   - □ Ethos
   - □ Pathos
   - □ Logos

20. ___________ appeals to the emotions, values, and beliefs of an audience.
   - □ Ethos
   - □ Pathos
   - □ Logos