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Question 1

Question Type: MultipleChoice

A swimlane process map:

Options:

A- Distinguishes the responsibilities for steps within a process

B- Uses colored visual indicators to indicate progress

C- Lists tasks and deadlines

D- Provides real-time data on process efficiency

Answer:

A

Question 2

Question Type: MultipleChoice

_____is the first step of Business Process Improvement model.

Options:

A- How to get the Customer

B- Where is the Customer

C- Know the Customer

D- Know the financial status of the Customer

Answer:

C

Question 3

Question Type: **MultipleChoice**

Paul is currently testing the design of his process. He is piloting the process and implementing feedback to optimize his process before he implements it across the organization. Paul is:

Options:

A- Wasting his time

B- Using the Six Sigma approach

C- Using the iterative design approach

D- Using the Lean approach

Answer:

C

Question 4

Question Type: **MultipleChoice**

Technology that enables workflow in processes are called:

Options:

A- Workflow designs

B- Workflow solutions

C- Technical aids

D- Workflow engines

Answer:

D

Question 5

Question Type: **MultipleChoice**

_____ are designed to control, define, standardize, and structure how procedures are carried out within an organization.

Options:

A- Business rules

B- Business analysis

C- Business ethics

D- Business strategy

Answer:

A

Question 6

Question Type: MultipleChoice

_____is a term used to describe how various components of an organization interact and collaborate to complete the overall strategic goals of the company.

Options:

A- Lean

B- Function

C- Process

D- Workflow

Answer:

C

Question 7

Question Type: MultipleChoice

A _____ is a performance measurement technique that focuses on joining an organization's strategies to specific measures.

Options:

A- Balanced Scorecard

B- Process Analysis Tool

C- Dashboard

D- Functional Measurement

Answer:

A

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