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## Question 1

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**Question Type:** MultipleChoice

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Collect Data stage is all about getting the information you need to make the argument for a new process. This information can be acquired through a variety of methods, such as: (Choose two)

**Options:**

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- A- Focus groups
- B- Group meetings
- C- Interviews
- D- Blogs

**Answer:**

---

A, C

## Question 2

---

**Question Type:** MultipleChoice

---

Business Analysis involves identifying key business objectives and collecting as much data and information as possible.

**Options:**

---

**A-** True

**B-** False

**Answer:**

---

A

## Question 3

---

**Question Type: MultipleChoice**

---

\_\_\_\_\_ helps organizations leverage processes to achieve their goals and be successful.

**Options:**

---

- A- Pert Chart
- B- Statement of work (SOW)
- C- Flow chart
- D- Business process management

**Answer:**

---

D

## Question 4

---

**Question Type:** MultipleChoice

---

You can improve a process by eliminating wasteful activities.

**Options:**

---

- A- True
- B- False

**Answer:**

---

A

## Question 5

---

**Question Type:** MultipleChoice

---

The diamond symbol in flowchart process mapping means

**Options:**

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- A-** A decision is to be made
- B-** Another step in the process
- C-** Indicates direction
- D-** Indicates the start of the process

**Answer:**

---

A

## Question 6

---

**Question Type:** MultipleChoice

---

Most processes are a blend of human interaction and IT solutions.

**Options:**

---

**A-** True

**B-** False

**Answer:**

---

A

## Question 7

---

**Question Type:** MultipleChoice

---

Which of the following tasks should you not perform with your processes?

**Options:**

---

- A- Ignore them
- B- Design them
- C- Monitor them
- D- Optimize them

**Answer:**

---

A

## Question 8

---

**Question Type:** MultipleChoice

---

Processes exist everywhere.

**Options:**

---

- A- True

**B-** False

**Answer:**

---

A

## Question 9

---

**Question Type:** MultipleChoice

---

Once you have your process established, there is no need to monitor how the process is performing.

**Options:**

---

**A-** True

**B-** False

**Answer:**

---

B



## Question 10

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**Question Type:** MultipleChoice

---

Technology cannot be used to make processes more efficient, productive, and profitable.

**Options:**

---

A- True

B- False

**Answer:**

---

B

## Question 11

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**Question Type:** MultipleChoice

---

Why do organizations change their processes?

**Options:**

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A- To refocus resources

B- New policies and procedures are developed

C- Processes become outdated

D- All of the above

E- None of the above

**Answer:**

---

D

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