WGU Data-Driven-Decision-Making C207 Practice Questions

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Question 1

Question Type: MultipleChoice

Which distribution would have a mean and median that are approximately equal after an analysis of each employee's number of customer service calls over the last month?

Options:

A- Normal distribution
B- Multimodal distribution
C- Bimodal distribution
D- Pareto distribution

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Answer:

A

Explanation:

In a normal distribution, data is symmetrically distributed around the center, causing the mean and median to be approximately equal. This is a fundamental property emphasized in data-driven decision making.

Skewed distributions, such as Pareto, cause the mean and median to differ significantly. Therefore, the correct answer is A.

Question 2

Question Type: MultipleChoice

How does a balanced scorecard (BSC) differ from a key performance indicator (KPI)?

Options:

A- A KPI aligns with just one aspect of an organization's success, whereas a BSC allows managers to view performance in several areas.
B- A BSC and a KPI are identical except that a BSC is used in business settings, and a KPI is used exclusively by governmental agencies.
C- A BSC and a KPI are identical except that a BSC is a measurement of metrics over time, and

a KPI is a snapshot of success at one point in time.
D- A BSC aligns with just one aspect of an organization's success, whereas a KPI allows managers to simultaneously view performance in several areas.

Answer:

A

Explanation:

A key performance indicator (KPI) measures performance in a single critical area, such as revenue growth or customer satisfaction. In contrast, a balanced scorecard (BSC) provides a multi-dimensional view of organizational performance, typically across financial, customer, internal process, and learning perspectives.

Data-driven decision making emphasizes that relying on a single metric can lead to incomplete or biased conclusions. The BSC addresses this by integrating multiple KPIs into a cohesive framework aligned with strategic objectives.

Therefore, option A correctly explains the distinction between a KPI and a BSC.

Question 3

Question Type: MultipleChoice

What are two benefits of good data quality management in improving business decision-making?

Choose 2 answers.

Options:

A- It ensures there are no missing data points.
B- It guarantees that a sample will be statistically significant.
C- It begins the statistical process faster.
D- It mitigates undetected errors from the data-entry process.

Answer:

A, D

Explanation:

Good data quality management plays a critical role in improving business decision-making by ensuring that data is accurate, complete, and reliable. One key benefit is that it ensures there are no missing data points, which helps maintain data completeness. Missing data can distort results, reduce analytical power, and lead to incorrect conclusions, especially in descriptive and inferential statistics.

Another important benefit is that data quality management mitigates undetected errors from the data-entry process. Errors such as duplicate entries, incorrect values, or inconsistent formats can significantly bias analysis if left unnoticed. Through validation checks, cleaning procedures, and governance standards, organizations reduce the risk of flawed insights.

While good data quality supports better analysis, it does not guarantee statistical significance, as significance depends on sample size, variability, and study design. Similarly, it does not necessarily make the statistical process faster; in fact, data cleaning can be time-consuming. However, it improves the accuracy and trustworthiness of outcomes.

In data-driven decision making, high-quality data is essential because decisions are only as good as the data used to support them. Therefore, the correct answers are A and D.

Question 4

Question Type: MultipleChoice

Which term describes a response that appears the greatest number of times compared to other responses in a survey?

Options:

A- Mode
B- Median
C- Outlier
D- Mean

Answer:

A

Explanation:

The mode is the value that appears most frequently in a dataset. In data-driven decision making, it is particularly useful for analyzing categorical or discrete survey data.

The median represents the middle value, the mean is the average, and outliers are extreme

values. Because the question asks for the most frequently occurring response, the correct answer is A, mode.

Question 5

Question Type: MultipleChoice

A boutique specializing in gifts reviews its sales data over the last year. It observes a slow decline in revenue in the first quarter, a growth in revenue in the second quarter, a slight decline in revenue in the third quarter, and a rapid increase in revenue in the fourth quarter.

Which data pattern type can the sales data be assessed against?

Options:

A- Random variation
B- Irregularity
C- Seasonality
D- Cyclicality

Answer:

C

Explanation:

Seasonality refers to predictable patterns in data that repeat at regular intervals, such as quarters or months, due to seasonal factors. In data-driven decision making, identifying seasonal patterns helps organizations forecast demand and plan operations.

The boutique's revenue shows distinct quarterly patterns: declines and increases that align with different times of the year. The sharp increase in the fourth quarter is especially indicative of seasonal effects, such as holiday shopping.

Random variation and irregularity describe unpredictable fluctuations, while cyclicality refers to long-term economic cycles rather than recurring annual patterns. Therefore, the correct answer is C, seasonality.

Question 6

Question Type: MultipleChoice

Which step in the plan-do-check-act cycle is described as analyzing the results of an experiment and deciding whether those results can be improved?

Options:

A- Check
B- Do
C- Act
D- Plan

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Answer:

A

Explanation:

The Check phase of the Plan-Do-Check-Act (PDCA) cycle involves evaluating outcomes and analyzing results. In data-driven decision making, this step compares actual performance against expected results to determine whether objectives were met.

During the Check phase, organizations review data, assess variation, and identify opportunities for improvement. Planning defines objectives, Doing implements changes, and Acting standardizes or adjusts processes based on evaluation.

Therefore, the correct answer is A, Check.

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Question 7

Question Type: MultipleChoice

Which two statements describe Ishikawa's seven basic tools of quality?

Select 2 answers.

Options:

A- Processes are represented graphically.
B- Processes are represented with photos of each input and output.
C- An average worker can easily understand how to use the tools.
D- The tools help develop advanced training for employees.

Answer:

A, C

Explanation:

Ishikawa's seven basic tools of quality were designed to be simple, visual, and accessible. In data-driven decision making, these tools help employees identify, analyze, and solve quality problems without requiring advanced statistical expertise.

The tools---such as flowcharts, histograms, Pareto charts, and cause-and-effect diagrams---represent processes graphically, making patterns and issues easier to understand. Additionally, they are intentionally designed so that an average worker can easily understand and use them, supporting organization-wide quality improvement.

They do not rely on photographic representations, nor are they intended for advanced or expert-level training. Instead, they empower frontline employees to participate in continuous improvement efforts.

Therefore, the correct answers are A and C.

Question 8

Question Type: MultipleChoice

When researchers are studying the effect of new drug treatments on patients, bias can be introduced by patients if they are aware of who receives the placebo.

Which type of research design eliminates this type of bias?

Options:

A- Observational study
B- Prospective cohort study
C- Time series study
D- Blind study

Answer:

D

Explanation:

A blind study is specifically designed to eliminate bias that occurs when participants are aware of treatment assignments. In data-driven decision making and experimental research, patient awareness of receiving a placebo or treatment can influence reported symptoms, perceived effectiveness, and behavior, thereby biasing results.

In a blind study, participants do not know whether they are receiving the treatment or the placebo. This prevents expectations or beliefs from influencing outcomes and ensures that observed effects are attributable to the treatment itself rather than psychological or behavioral factors.

Observational studies and prospective cohort studies do not involve controlled assignment of treatments and therefore cannot eliminate this type of bias. Time series studies analyze data over time but do not address participant awareness of treatment allocation.

By preventing patients from knowing their treatment group, blind studies improve internal validity and support more accurate causal inference. Therefore, the correct answer is D, blind study.

Question 9

Question Type: MultipleChoice

A hot tub company recently calibrated all its machines during an expensive maintenance cycle performed by an outside company. However, defective pumps with small cracks are being made on the production line. The manager reviews the data about the errors and discovers that more errors occur during the night shift than during the day shift.

Which type of activity is this manager performing?

Options:

A- Quality service activity
B- Quality underlying activity
C- Quality assurance activity
D- Quality control activity

Answer:

D

Explanation:

Quality control involves monitoring, measuring, and analyzing production output to identify defects and variations. In data-driven decision making, quality control focuses on detecting problems after or during production rather than preventing them in advance.

In this scenario, the manager reviews defect data and identifies a pattern indicating more errors during the night shift. This analysis is a classic quality control activity, as it involves examining performance data to detect issues in the production process.

Quality assurance focuses on process design and prevention, while service and underlying activities are not standard quality management classifications. Therefore, the correct answer is D, quality control activity.

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