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QUESTION 1

The diamond symbol in flowchart process mapping means

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

Correct Answer: A

QUESTION 2

In process modeling it is beneficial if work-shop participants _____.

- A. have comprehensive know how about financing issues
- B. are informed about all IT-Systems the enterprise uses
- C. represent the entire business process as cross-functional group
- D. already developed a finished process module for their sector

Correct Answer: C

QUESTION 3

The "D" in the DMAIC model stands for "Decide."

- A. True
- B. False

Correct Answer: B

QUESTION 4

Technology that enables workflow in processes are called:

- A. Workflow designs
- B. Workflow solutions
- C. Technical aids
- D. Workflow engines



Correct Answer: D

QUESTION 5

On what are KPI's (Key Performance Indicators) based?

- A. Process costs
- B. Cycle costs
- C. Number of involved employees
- D. Strategy and business goals

Correct Answer: D

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