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QUESTION 1

Why do organizations change their processes?

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C. Processes become outdated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

Correct Answer: D

QUESTION 2

What do business processes define?

A. The company\\'s strategy

B. The efficiency of process execution

C. The and-to-end series of events for interacting with customers

D. Only the in-house services

Correct Answer: C

QUESTION 3

What is the goal of a process simulation?

A. Anticipate process behavior

B. Variation of parameters

C. Calculation of process variables

D. Production of a graphical process model

Correct Answer: A

QUESTION 4

Which two of the following are the Six Steps of Business Process Improvement? (Choose two.)

A. Know the Customer

B. Know the Standards

C. Know the Business

D. Access the Process

Correct Answer: AD

QUESTION 5

Automation can increase quality by minimizing the instances of human error.

A. True

B. False

Correct Answer: A

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