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QUESTION 1

Freddie's Sandwich Shop makes sandwiches to order, using the finest locally sourced ingredients. Freddie gets his bread from Country Bakes and the fillings for his sandwiches from Belle View Farms. Freddie's local approach has proved popular and many people now get their lunch from his shop, rather than from a branch of Wholegrain Foods, which used to be the town's most popular sandwich shop.

Freddie is expanding his business to provide catering for local organisations and has just won a contract to provide sandwich lunches for UK Systems Limited, the local headquarters of a highly successful computer company. However, Freddie is worried about the poor wheat harvest and the effect this might have on the cost of his bread. He has also heard that UK Systems Limited has lost a valuable contract to an overseas competitor

In Harmon's organisational model, which of the following would provide inputs to internal processes?

- A. Belle View Farms and concerns about the poor wheat harvest.
- B. Country Bakes and UK Systems Limited
- C. Country Bakes and Wholegrain Foods
- D. Wholegrain Foods and concerns about the poor wheat harvest

Correct Answer: D

QUESTION 2

When ordering goods from an online shop, a customer is given a choice of delivery methods. If the customer lives within certain qualifying locations, they can select same day delivery for an extra cost.

Request of location the customer can choose to have their order delivered to their home for a change of £2 select a weekend delivery to their home for £6, or choose to have their order delivered to a local store to collect, which is free.

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Purchase of large products are dealt with by a separate delivery service, so customer are contacted once their order has been placed to arrange special delivery. What are the input for the task select delivery type?

- A. The customer's preferred delivery day and the customer's location
- B. The customer's location and the customer's preferred delivery day
- C. The products the customer has bought and the location of the local store
- D. The products the customer has bought and the customer's location

Correct Answer: D



QUESTION 3

In order to identify potential improvements, a business analyst has been asked to document the current customer sales experience in a large, electrical superstore. Whilst shadowing a customer service advisor, a sale was lost because the advisor couldn't authorise a price discount for a customer, who had seen the product advertised at a lower price by a competitor. The customer advisor tried to discount the product to match the competitor's price but was unable to do so.

The customer service advisor explained that this discounting required management approval and, unfortunately, both managers authorised to do this were on their lunch break

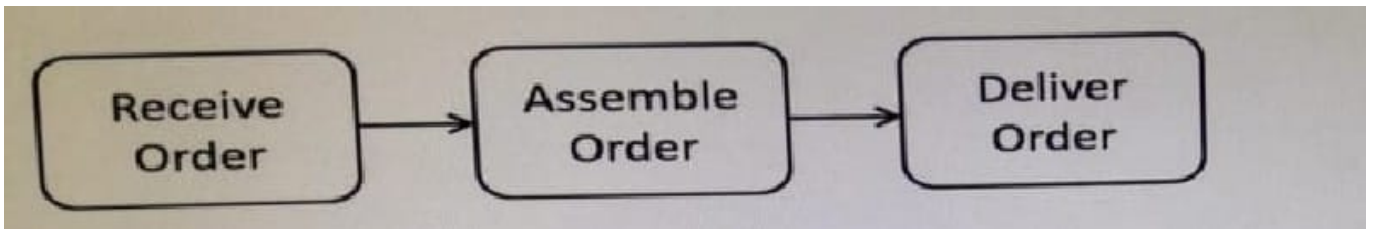
What element of the POPII model had caused the sale to fail?

- A. Process.
- B. People.
- C. information.
- D. Technology

Correct Answer: A

QUESTION 4

This is a three-task extract from a model of a 'Fulfil Order' process:



The steps in the Assemble Order task are listed below, in the wrong order:

a-Get correct quality of item(S) b-Select suitable packing materials c-For each item on pick list d-Take items to packing table e-Go to bin location f-Print picklist What is the CORRECT order of steps in the Assemble order task?

- A. f,c,e,a,d,b
- B. c,a,f,e,b,d
- C. b,f,e,a,d,c
- D. f, e, a, c, b, d

Correct Answer: A



QUESTION 5

The owner of a shop is taking a telephone order from a customer for a new vacuum cleaner. He needs to take and confirm customer details in this ordering process. As part of this, he enters the customer details onto a system. What does the entry of the customer's name, address and contact number represent?

- A. Event
- B. Process
- C. Step in a task
- D. Task in process

Correct Answer: A

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