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| QUESTION 1 |
|--|
| Which of the following is not considered as an activity that is part of the 'business process management |
| Correct Answer: B |
| QUESTION 2 |
| Production Line 1 is able to complete 500 units per shift. Production Line 2 is able to finish 1,500 units per shift. Production Line 2 is 3 times faster than Production Line 1. This analysis is an example of Scale Data. |
| A. Nominal |
| B. Ratio |
| C. Ordinal |
| D. Interval |
| Correct Answer: B |
| QUESTION 3 |
| If the results from a Hypothesis Test are located in the "Region of Doubt" area, what can be concluded? |
| A. Rejection of the Alpha |
| B. We fail to reject the Null Hypothesis |
| C. The test was conducted improperly |
| D. We reject the Null Hypothesis |
| Correct Answer: D |
| QUESTION 4 |

If one wants to understand the end to end processes in a telecom service, which of the following tools will be helpful in the process improvement?

- A. QFD
- B. Cross functional process map



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| C. Pareto diagram | | | |
|-------------------|--|--|--|
| D. SIPOC | | | |
| Correct Answer: D | | | |

QUESTION 5

Sally and Sara sell flower pots at their garage sale. Martha motivates Rose mentioning that they will sell a minimum of 16 pots per day if the outside temperature exceeds 600 F. From a sample, whose population is assumed to follow a Normal Distribution, taken for 30 days at 60 degrees or more an average of 15.2 pots per day were sold with a Standard Deviation of 0.6 pots.

What is the Z value for this sales process?

A. 0.67

B. 1.13

C. 1.33

D. 2.66

Correct Answer: C

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