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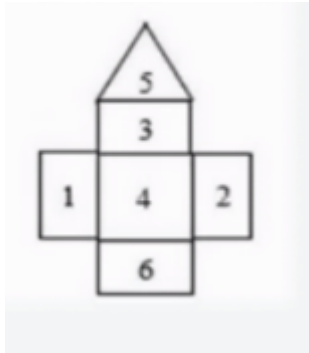
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Question 1

Question Type: MultipleChoice

Refer to the exhibit.



The house of quality pictured above was designed for product planning and development to specific customer wants and needs, which of the following sections would contain the planning matrix that lists market research and strategic planning?

Options:

A- 2

B- 3

C- 5

D- 6

Answer:

D

Question 2

Question Type: MultipleChoice

The audit team that will be most effective in performing an internal department audit is one that

Options:

- A- has no representatives from the department to be audited
- B- has at least two representatives from the department to be audited
- C- includes a group of managers of the department to be audited
- D- includes the vice president who has authority over the department to be audited

Answer:

A

Question 3

Question Type: MultipleChoice

A 500-employee company is being acquired by one of its competitors. How should the company president communicate this change to the employees?

Options:

- A- Alert them to pending media announcements
- B- Ask managers to notify employees in their own reporting line
- C- Publish a special issue of the company newsletter
- D- Hold a companywide meeting

Answer:

B

Question 4

Question Type: MultipleChoice

The purpose of product qualification is to

Options:

- A- verify that all product design requirements have been met
- B- formulate specifications for manufacturing and develop related documentation
- C- ensure that a product is released only after all documentation is in place
- D- verify through a pilot production run that scale-up is feasible

Answer:

A

Question 5

Question Type: MultipleChoice

Which of the following sets of elements represents the four levels of training evaluation?

Options:

- A- Pre-training, end-of-training, post-training, on-the-job
- B- Pre-hire, 6-months, 12 months, 30 months
- C- Reaction, learning, behavior, results
- D- Cognition, comprehension, competency, communication

Answer:

C

Question 6

Question Type: MultipleChoice

A CEO has announced a new vision in automation, integration, and technology. The CEO 1 how these el play an important role in the global business process simplification. In response to this vision, the CEO announces a more advanced new information system that will replace the old system. How would a Corporate IT Director manage the organization's performance and risks based on this new mandatory information system?

Options:

- A-** From a risk management perspective, design a plan B in case the new system does not work to keep the business performing
- B-** Ensure integration, vertical, and horizontal alignment are in the strategic planning, and perform a risk management assessment on the new information system
- C-** Create a project timeline to train all the teams across your region to guarantee the appropriate transition to the new information system
- D-** Make sure you have all the resources available to e data information P I misuse, risk assessment, and firewalls

Answer:

B

Question 7

Question Type: MultipleChoice

Which of the following tools or techniques focuses on planning rather than results?

Options:

- A- Statistical process control
- B- Cause and effect diagrams
- C- Pareto chart
- D- Quality function deployment

Answer:

D

Question 8

Question Type: MultipleChoice

When a companywide professional development program is being planned, which of the following factors should be considered first?

Options:

- A- Areas of customer dissatisfaction
- B- Organizational job descriptions

C- Resources available for education

D- Corporate mission and strategy

Answer:

D

Question 9

Question Type: MultipleChoice

Which of the following approaches should be used to ensure that a training program will help solve a particular problem?

Options:

A- Use certified trainers

B- Avoid lectures as a teaching method

C- Conduct a needs analysis

D- Standardize the training materials

Answer:

C

Question 10

Question Type: MultipleChoice

In response to changing market conditions, a company has revised its corporate goals. Which of the following tools would be appropriate for the sales and marketing team to use to align its strategy to those new goals?

Options:

A- Tree diagram

B- Flowchart

C- Pareto diagram

D- Kaizen

Answer:

A

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