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## Question 1

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**Question Type:** MultipleChoice

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Which step in PDCA Cycle identifies and assess issues in management process?

**Options:**

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A- Plan

B- Do

C- Check

D- Act

**Answer:**

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A

## Question 2

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**Question Type:** MultipleChoice

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Which paradigm ensures that organizations can effectively complete the fully cycle of the management system, thereby achieving its intended outcomes?

**Options:**

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- A- Plan-Do-Check-Act (PDCA)
- B- Kanban Model
- C- Agile / Scrum Model
- D- Six Sigma and Lean Process

**Answer:**

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A

## Question 3

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**Question Type:** MultipleChoice

---

What are the four phases of the Deming Cycle:

**Options:**

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**A-** Plan, Do, Confirm, Act

**B-** Plan, Do, Check, Act

**C-** Planning, Doing, Confirming, Acting

**D-** Plan, Do, Check, Action

**Answer:**

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B

## Question 4

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**Question Type: MultipleChoice**

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Which process preserves the organisation's shareholder value and long-term reputation?

**Options:**

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**A-** Crisis Communication

- B- Time Communication
- C- Techno Communication
- D- Verbal Communication

**Answer:**

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A

## Question 5

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**Question Type:** MultipleChoice

---

Which type of planning minimizes impacts due to the unavailability of key staff?

**Options:**

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- A- Succession
- B- Regression
- C- Recovery
- D- Backup

**Answer:**

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A

## Question 6

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**Question Type:** MultipleChoice

---

Which process ensures BCMS operates effectively and remains relevant in its context?

**Options:**

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**A-** Development and Management

**B-** Performance Evaluation

**C-** Continual Improvement

**D-** Policy Formulation

**Answer:**

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C

## Question 7

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**Question Type:** MultipleChoice

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Which BCMS process analyzes the adequacy of the business continuity capability using defined targets and performance indicators?

### Options:

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- A- Policy Formulation
- B- Development and Management
- C- Performance Evaluation
- D- Management Review

### Answer:

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C

## Question 8

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**Question Type:** MultipleChoice

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Which BCMS process is used to develop a business continuity policy that sets out an operating framework?

**Options:**

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**A-** Develop and Management

**B-** Performance Evaluation

**C-** Policy Formulation

**D-** Management Review

**Answer:**

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C



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