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QUESTION 1

A help desk employee is allowed to hire a courier to deliver a report needed quickly by a user; but only up to a cost of $100. This means that the employee is being _____.

A. Mentored

B. Empowered

C. Trained

D. Included

Correct Answer: B

QUESTION 2

Which of the following is one of the two major objectives for establishing a security baseline?

A. Developing a security budget

B. Determining the effectiveness of the security program

C. Determine where security training is necessary

D. Developing a security policy

E. As a basis for organizing a security function

Correct Answer: B

QUESTION 3

Process mapping identifies or maps relationships with all the below mentioned activities except?

A. Between processes and the organization\\'s mission and goals

B. Its process exit criteria and work products

C. Its deliverables (products and services)

D. Its functional units or roles (people)

Correct Answer: B

QUESTION 4

Out of the three critical aspects of Toyota\\'s JIT concept, which one is the most important?

A. Reduction of Waste

B. Perfect Quality

C. Employee Involvement

D. None of the above

Correct Answer: C

QUESTION 5

Process improvement is most effective when _____ are involved in improving the process.

A. Users of the Process

B. Quality Assurance Function

C. Staff

D. Management

Correct Answer: A