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QUESTION 1

A technically sophisticated tool and approach to study a process variation for the purpose of improving the economic effectiveness of the process, is called:

- A. Process mapping
- B. Improve productivity
- C. Effectiveness of control
- D. Team mobilization

Correct Answer: A

QUESTION 2

Which evidence is obtained from individuals through oral or written statements such as interviews, surveys and questionnaires?

- A. Documentary
- B. Testimonial
- C. Analytical
- D. Physical

Correct Answer: B

QUESTION 3

Which of the following is correct?

- A. the end product of strategic planning is the operational plan
- B. the start product of strategic planning is the strategic plan
- C. the end product of strategic planning is the strategic plan
- D. the end product of operational planning is the strategic plan

Correct Answer: C

QUESTION 4

What is defined and collected in a similar manner from period to period to enable users to have a basis for comparing performance over time?



- A. Controllability
- B. Consistency
- C. Efficiency
- D. Completeness

Correct Answer: B

QUESTION 5

A process affected by an organization's management and other personnel, designed to provide reasonable assurance regarding the achievement of objectives is known as:

- A. Design Process
- B. Control Process
- C. Self-reliance Process
- D. Production Process

Correct Answer: B

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