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QUESTION 1

Which of the following is considered by the Boston Box?

- A. Power/influence.
- B. Impact.
- C. Market share.
- D. Gross profit.

Correct Answer: C

QUESTION 2

Which of the following would you describe about each stakeholder?

- A. Justification.
- B. Owner.
- C. Attitude.
- D. Resolution.
- Correct Answer: C

QUESTION 3

Which of the following is a primary activity in the value chain?

- A. Human Resources (HR).
- B. Procurement.
- C. Information Technology (IT).
- D. Marketing and Sales.

Correct Answer: D

QUESTION 4

Which of the following lists includes only activities that are defined as support activities in the value chain?

- A. Firm infrastructure, service, marketing and sales.
- B. Inbound logistics, outbound logistics, operations.



- C. Procurement, technology development, human resource management.
- D. Service, procurement, firm infrastructure.

Correct Answer: C

QUESTION 5

What is stage 0 (zero) of the concerns-based adoption model?

- A. Shock.
- B. Defininition.
- C. Initial change.
- D. Awareness.
- Correct Answer: D

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