



# MBP18<sup>Q&As</sup>

BCS Practitioner Certificate in Modelling Business Processes 2018

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### QUESTION 1

Which of the following statements concerning an internal process performance measure is INCORRECT?

- A. Is documented at the task level
- B. Reflects key performance indicators.
- C. Aligns with what the organisation wants to achieve
- D. Relates to customer expectations.

Correct Answer: D

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### QUESTION 2

The product enquiry process of a company is under investigation. The current process is as follows:

1. Take customer details: Name and address of the enquirer and preferred customer payment method.
2. Confirm stock availability: Check the computer system to see if the product required are in stock.
3. Confirm delivery date, Check with outbound logistics, the likely delivery data of the in-stock products to the price not being acceptable to the customer.
4. Go ahead with order: Place order for enquirers who have accepted the price and delivery date.

What approach to improving business processes would bring an immediate improvement in this process?

- A. Change the sequence of tasks
- B. Redefine the process boundary
- C. Automate the process.
- D. Remove non-value adding tasks

Correct Answer: C

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### QUESTION 3

The Rich Farms Shop has had an issue with its products. All regulatory requirements are met; however, its ageing equipment is not providing the quality presentation that it advertises. A business analyst has been tasked with assembling a team to identify and recommend options to deal with this scenario.

Who will be regarded as a supplier in this scenario?

- A. Organisations that the analyst will approach to research and give feedback on new equipment technology.
- B. The shareholders of Rich Farms Shop, who will have an input into any investment decision.



- C. The finance department that will manage the funds and budget for any investment project.
- D. The marketing department, who will ensure that the product and its marketing materials are aligned.

Correct Answer: C

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#### QUESTION 4

Some airlines have introduced new routes from an airport and the number of passengers has risen by 20% in the last 3 weeks. This number is expected to further increase as competition is forcing fares down Airport management is anticipating issues within the terminal as the number of passengers increases. There have been several meetings and it has been decided that the current passenger approach is still suitable, although it will take on more staff to work in both departures (particularly at check out and security) and in arrivals (particularly in baggage handling)

What performance issue is this MOST likely to address?

- A. Bottlenecks.
- B. Duplication of work.
- C. Redundancy
- D. Hand offs.

Correct Answer: A

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#### QUESTION 5

Lloyd works as a counter supervisor in the local branch of a national bank. Lloyd is responsible for ensuring that the back's cash machine has sufficient money.

The money for the cash machine has to be from the back's cash processing center, which supplies new and good quality banknotes. The cash machines can be topped-up with cash from the tills, but the poorer quality banknotes often cause

the cash machine to jam.

Lloyd has the check the machine's cash levels and place an order for new notes by 3pm for delivery the following working day.

Which is the BEST performance measure for the task Maintain cash machine level's?

- A. No orders to the cash processing center should be for cash to be used by the back tills.
- B. 100% of cash orders must be delivery by 3pm the same day.
- C. 100% of cash machine notes must be new notes.
- D. No cash machine outages are experienced due to insufficient cash or poor quality notes.

Correct Answer: A

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### QUESTION 6

The following statements have been made about the process view of an organisation

a-Used by employees to describe where they work in an organisation  
b-Defines the internally recognisable formal structure of an organisation  
c-Incorporates actors from a number of different organisational teams  
d-Emphasises the need for cooperation between actors from different parts of an organisation

Which of these statements is/are TRUE?

- A. c and d
- B. a, b and c
- C. a and b
- D. d only

Correct Answer: B

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### QUESTION 7

Freddie's Sandwich Shop makes sandwiches to order, using the finest locally sourced ingredients. Freddie gets his bread from Country Bakes and the fillings for his sandwiches from Belle View Farms. Freddie's local approach has proved popular and many people now get their lunch from his shop, rather than from a branch of Wholegrain Foods, which used to be the town's most popular sandwich shop.

Freddie is expanding his business to provide catering for local organisations and has just won a contract to provide sandwich lunches for UK Systems Limited, the local headquarters of a highly successful computer company. However, Freddie is worried about the poor wheat harvest and the effect this might have on the cost of his bread. He has also heard that UK Systems Limited has lost a valuable contract to an overseas competitor

In Harmon's organisational model, which of the following would provide inputs to internal processes?

- A. Belle View Farms and concerns about the poor wheat harvest.
- B. Country Bakes and UK Systems Limited
- C. Country Bakes and Wholegrain Foods
- D. Wholegrain Foods and concerns about the poor wheat harvest

Correct Answer: D

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### QUESTION 8

ANTAB specializes in manufacturing tablet computer, which are rebadged by its customers and sold under the customer's brand name. Recently, some customer have suggested that a dual-boot tablet that can run more than one operating system would improve their competitive edge.

This would require a significant change in the manufacturing process and will require a decision from senior



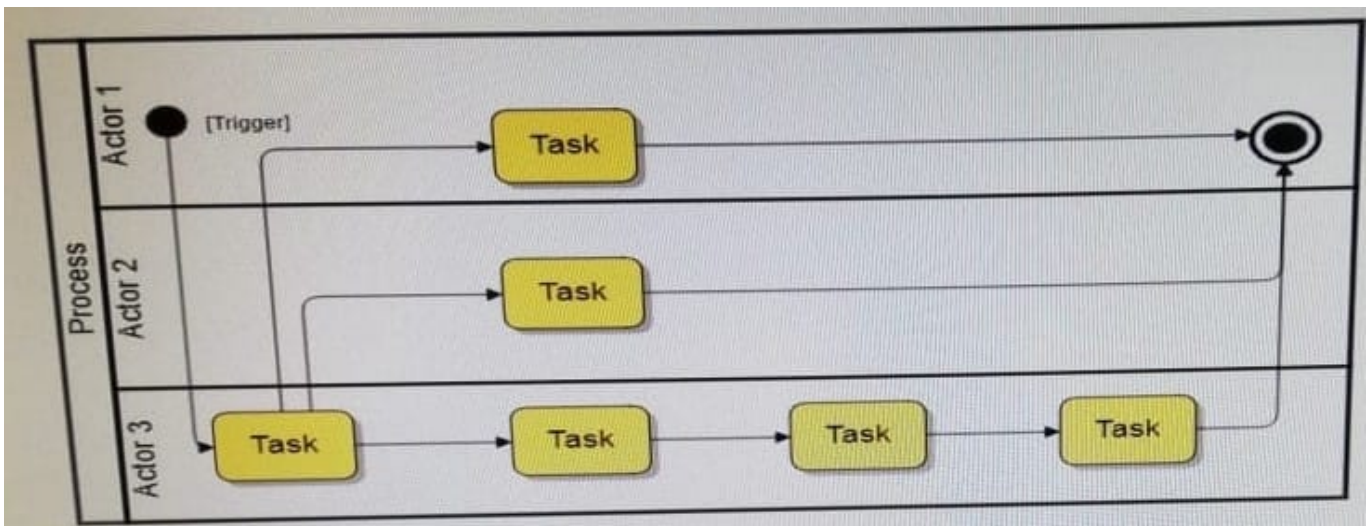
management, supported by a business case. How would this suggestion be represented on an organization model of ANTAB's business?

- A. Customer request
- B. Supplier input
- C. Output from a process.
- D. Factor in the external environment

Correct Answer: A

### QUESTION 9

A business analyst has identified the following pattern of business activity in a process she has been asked to improve:



The following observations have been made.

- A- The hand-offs in the process are unlikely to be worthy of further investigation.
  - B- The impact of bottlenecks in the tasks performed by Actor 2 should be explored.
  - C- The first task of actor 1 should always be immediately after the trigger event
  - D- The impact of bottlenecks in the tasks performed by Actor 3 should be explored.
- A. a, b and c.
  - B. a, c and d.
  - C. b, and d.
  - D. a, and d.

Correct Answer: C



### QUESTION 10

Thomas is the secretary to the management board of a large oil company. He is preparing the papers and chasing up the actions from the last board meeting. Board meetings take place quarterly and always include the collation of monthly sales performance figures, an overview of operating costs and a review of market conditions.

As Thomas is pulling the sales figures together, he receives a phone call from the finance director who tells him that recent government changes to the export tax rate will mean that operating costs will need to be amended before they are presented to the board.

Which type(s) of business event is/are NOT present in this scenario?

- A. Internal
- B. External
- C. Time-based.
- D. Internal and external

Correct Answer: C

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