
Question: 1

Six Sigma strives to have a process operate at 99% efficiency.

- A. True
- B. False

Answer: B

Question: 2

Business activity monitoring is a method to measure the health and performance of your process.

- A. True
- B. False

Answer: A

Question: 3

Why is it important to manage an organization's processes?

- A. To increase productivity
- B. To decrease costs
- C. To increase efficiency
- D. All of the above
- E. None of the above

Answer: D

Question: 4

Business process management (BPM) is a variety of tools and techniques used to support and manage the design, implementation, and improvement of operational procedures within an organization.

- A. True
- B. False

Answer: A

Question: 5

As long as you have a vision of where your company should be, you will be successful. Sharing this vision is not important.

- A. True
- B. False

Answer: B
