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D. Workflow

**Answer:** C

**QUESTION:** 45

The “D” in the DMAIC model stands for “Decide.”

- A. True
- B. False

**Answer:** B

**QUESTION:** 46

\_\_\_\_\_ are designed to control, define, standardize, and structure how procedures are carried out within an organization.

- A. Business rules
- B. Business analysis
- C. Business ethics
- D. Business strategy

**Answer:** A

**QUESTION:** 47

Technology that enables workflow in processes are called:

- A. Workflow designs
- B. Workflow solutions
- C. Technical aids
- D. Workflow engines

**Answer:** D

**QUESTION:** 48

Paul is currently testing the design of his process. He is piloting the process and

implementing feedback to optimize his process before he implements it across the organization. Paul is:

- A. Wasting his time
- B. Using the Six Sigma approach
- C. Using the iterative design approach
- D. Using the Lean approach

**Answer:** C

**QUESTION:** 49

is the first step of Business Process Improvement model.

- A. How to get the Customer
- B. Where is the Customer
- C. Know the Customer
- D. Know the financial status of the Customer

**Answer:** C

**QUESTION:** 50

A swimlane process map:

- A. Distinguishes the responsibilities for steps within a process
- B. Uses colored visual indicators to indicate progress
- C. Lists tasks and deadlines
- D. Provides real-time data on process efficiency

**Answer:** A

# SAMPLE QUESTIONS



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