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Using IS to Improve Processes (week 4) ► Chapter 5 PSI

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Time taken 19 mins 28 secs

Grade 24.00 out of 24.00 (100%)

Question 1

Correct

Mark 1.00 out of
1.00

A managerial technology development process includes _____.

Select one:

- ☐ a. deciding if a particular technology will be purchased or developed by the company
- ☐ b. authorizing types of incentives and deciding organizational structure
- ☐ c. testing whether a newly developed software can handle thousands of possible keystroke entries
- ☒ d. estimating the time required for each step in a software development process ✓

Question 2

Correct

Mark 1.00 out of
1.00

An example of a strategic inbound logistics process is _____.

Select one:

- ☐ a. evaluating customer complaint patterns
- ☐ b. evaluating technology acquisition options
- ☐ c. evaluating outsourcing service options
- ☒ d. evaluating potential suppliers ✓

Question 3

Correct

Mark 1.00 out of
1.00

_____ are also called key performance indicators by process improvement experts.

Select one:

- ☐ a. Procedures
- ☐ b. Objectives
- ☒ c. Measures ✓
- ☐ d. Bottlenecks

Question 4

Correct

Mark 1.00 out of
1.00

As-is diagrams are _____.

Select one:

- ☐ a. diagrams of current processes that need no improvement
- ☒ b. diagrams of the current process ✓
- ☐ c. diagrams of suggested improvements to a process
- ☐ d. diagrams of future processes as predicted by the organizational team

Question 5

Correct

Mark 1.00 out of
1.00

At the sandwich outlet where Betty works, assembling the submarine sandwiches is her responsibility. Betty is responsible for the _____ processes in the outlet.

Select one:

- ☐ a. service
- ☐ b. human resources
- ☐ c. inbound logistics
- ☒ d. operations ✓

Question 6

Correct

Mark 1.00 out of 1.00

_____ concern resource use and include planning, assessing, and analyzing the resources used by the company in pursuit of its objectives.

Select one:

- ☒ a. Managerial processes ✓
- ☐ b. Transactional processes
- ☐ c. Strategic processes
- ☐ d. Operational processes

Question 7

Correct

Mark 1.00 out of 1.00

Corporate budgeting and introducing a new product are examples of _____.

Select one:

- ☐ a. operational processes
- ☒ b. strategic processes ✓
- ☐ c. managerial processes
- ☐ d. service processes

Question 8

Correct

Mark 1.00 out of 1.00

How can a process be improved by using process management principles?

Select one:

- ☒ a. by removing unproductive resources from a process ✓
- ☐ b. by minimizing the outsourcing of activities
- ☐ c. by automating the activities
- ☐ d. by creating a bottleneck

Question 9

Correct

Mark 1.00 out of 1.00

How can information systems be used to improve processes?

Select one:

- ☐ a. by creating a bottleneck situation
- ☐ b. by minimizing automation
- ☒ c. by improving one of the activities in the process ✓
- ☐ d. by removing unproductive resources

Question 10

Correct

Mark 1.00 out of 1.00

_____ include determining pay scales and authorizing types of incentives.

Select one:

- ☐ a. Strategic service processes
- ☐ b. Strategic operations processes
- ☐ c. Strategic marketing processes
- ☒ d. Strategic human resources processes ✓

Question 11

Correct

Mark 1.00 out of 1.00

_____ means creating more output with the same inputs or the same output with fewer inputs.

Select one:

- ☒ a. Efficiency ✓
- ☐ b. Effectiveness
- ☐ c. Sustainability
- ☐ d. Quality

Question 12

Correct

Mark 1.00 out of 1.00

_____ processes are commonplace, routine, everyday business processes.

Select one:

- ☐ a. Strategic
- ☐ b. Managerial
- ☐ c. Transformational
- ☒ d. Operational ✓

Question 13

Correct

Mark 1.00 out of 1.00

_____ processes include processes in accounting, administration, quality assurance, and legal and financial areas.

Select one:

- ☐ a. Human resources
- ☒ b. Infrastructure ✓
- ☐ c. Technology development
- ☐ d. Service

Question 14

Correct

Mark 1.00 out of 1.00

Processes such as procurement, managing inventory, and evaluating potential suppliers are a part of _____.

Select one:

- ☒ a. inbound logistics ✓
- ☐ b. services
- ☐ c. outbound logistics
- ☐ d. operations

Question 15

Correct

Mark 1.00 out of 1.00

_____ refers to a condition that exists when data needed for a process is unavailable because it is stored in an isolated, separated information system.

Select one:

- ☐ a. Data warehousing
- ☒ b. Information silos ✓
- ☐ c. Metadata publishing
- ☐ d. Encapsulation

Question 16

Correct

Mark 1.00 out of 1.00

The sales process that records the sales order, ships the product, and bills the customer is a 🖱️ _____ process.

Select one:

- ☒ a. outbound logistics ✓
- ☐ b. operations
- ☐ c. service
- ☐ d. marketing

Question 17

Correct

Mark 1.00 out of 1.00

Which of the following approaches to process improvement seeks to improve process outputs by removing causes of defects and minimizing variability in the process?

Select one:

- ☐ a. game theory
- ☐ b. linkage theory
- ☒ c. Six Sigma ✓
- ☐ d. the OMIS model

Question 18

Correct

Mark 1.00 out of 1.00

Which of the following is an example of a managerial sales and marketing process?

Select one:

- ☐ a. awarding a refund
- ☐ b. determining the payment policy
- ☐ c. opening a new restaurant
- ☒ d. evaluating promotional discounts ✓

Question 19

Correct

Mark 1.00 out of 1.00

Which of the following is an example of a strategic human resources process?

Select one:

- ☐ a. training the organization's workforce
- ☐ b. recruiting skilled personnel
- ☒ c. deciding the organizational structure ✓
- ☐ d. assessing employee performance

Question 20

Correct

Mark 1.00 out of 1.00

Which of the following is a reason for organizations to store data in separate databases?

Select one:

- ☐ a. Duplicated data becomes inconsistent when changes are made to one set of data.
- ☐ b. Organizations prefer to decentralize the control of data they use.
- ☐ c. Storing data in multiple databases completely eliminates information silos.
- ☒ d. Each department in an organization may have different objectives. ✓

Question 21

Correct

Mark 1.00 out of 1.00

Which of the following is true about managerial processes?

Select one:

- ☐ a. They are more difficult to change than other types of processes.
- ☐ b. They are facilitated by transaction processing systems.
- ☐ c. They seek to resolve issues that have long-range impact on the organization.
- ☒ d. They have fewer computerized actors compared to operational processes. ✓

Question 22

Correct

Mark 1.00 out of 1.00

Which of the following is true about objectives of processes?

Select one:

- ☐ a. Objectives are mutually exclusive.
- ☐ b. An effectiveness objective aims to conserve resources.
- ☒ c. An efficiency objective aims to conserve resources. ✓
- ☐ d. Objectives can occur only in the strategic process level.

Question 23

Correct

Mark 1.00 out of 1.00

Which of the following is true about operational processes?

Select one:

- ☐ a. Their procedures and instructions are frequently changed.
- ☐ b. They can be easily modified when compared to other types of processes.
- ☐ c. They are supported by executive support systems.
- ☒ d. They have more computerized actors than other types of processes. ✓

Question 24

Correct

Mark 1.00 out of 1.00

Which of the following is true about strategic processes?

Select one:

- ☐ a. They have more computerized actors compared to other types of processes.
- ☐ b. They are facilitated by management information systems.
- ☐ c. They occur more frequently than other types of processes.
- ☒ d. They have broad scope and affect most of the firm. ✓