VPC2 C207 Data-Driven Decision Making Version 2

Section: IT & Computer Studies • **Total Questions:** 10 • **Format:** Verified Q&A

1. A spa wants to determine which duration of its massage packages is the most popular. The spa has 30-minute, 50-minute, and 75-minute sessions. Which statistical measure should be used and is less affected by outliers and skewed data?

(A) Mode
(B) Median
(C) Standard deviation
(D) Mean

2. In an experimental study, researchers are testing a new flea preventive medication on dogs using a blind study. Dogs are treated with the new medication or with a placebo. Who should know which dogs are given the medication or the placebo for this blind study?

(A) Neither the researchers nor the dog owners nor the response gatherers
(B) Only the researchers
(C) The researchers, the dog owners, and the response gatherers
(D) Only the dog owners

3. What is an omission error?

(A) When not all the data has been reviewed
(B) When data contains outliers
(C) When crucial data is missing
(D) When data is inaccurate

4. Which distribution would have a mean and median that are approximately equal after an analysis of each employee's number of customer service calls over the last month?

(A) Bimodal distribution
(B) Pareto distribution
(C) Normal distribution
(D) Multimodal distribution

5. A hospital is restructuring its business and administrative functions. Which component of service delivery could be analyzed with a data analytics approach to help determine whether the hospital is adequately staffed for each shift?

(A) Staff education levels
(B) Staff productivity levels
(C) Patient-to-staff ratios
(D) Patient satisfaction levels

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6. Two vendors sell a dozen raw materials that a company needs to build its products. Which type of analysis should be used to determine if one of the vendors has a statistically better average price at a given point in time?

(A) Heuristic analysis
(B) Data analysis
(C) Graphical analysis
(D) Background analysis

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7. What is the purpose of the quality management principle of dedication to fact-based decision-making?

(A) Increase loyalty from customers and suppliers.
(B) Eliminate anything that does not add value.
(C) Increase the effectiveness from quality practices.
(D) Reduce bias driven by increased trust in plans.

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8. What is a disadvantage of using a balanced scorecard?

(A) It does not include a mix of financial and nonfinancial performance measures.
(B) It is expensive to implement effectively within an organization’s operations.
(C) It does not link operations with company strategy.
(D) It requires time and effort to develop a meaningful template.

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9. An organization develops a new strategic plan and seeks ways to improve process performance by reducing variation to only 3.4 defects per million process outputs. Which tool can the organization use to meet this goal?

(A) Statistical process control
(B) Six Sigma
(C) Linear programming
(D) Just-in-time

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