VPC2 C207 Data-Driven Decision Making Version 5

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

1. The U.S. Postal Service wants to know if local first-class mail is being delivered within two days of postmark. Which key performance indicator (KPI) should the Postal Service use?

(A) Employee morale index
(B) Customer satisfaction
(C) On-time performance
(D) Incentive performance rate

2. A county government is creating a budget for the next fiscal year. They wish to use analytics to guide their decisions about costs. Which analytic method can the county apply to this issue?

(A) Median cost for all county projects
(B) Average number of projects completed
(C) Median number of projects completed last year
(D) Average cost per project spent by other similar counties

3. What results from starting an analysis with flawed data?

(A) More time is spent managing data than analyzing data.
(B) Data must be put in a table or a chart so that errors can be more easily detected.
(C) Missing data tend to skew the results of the analysis.
(D) Spreadsheets must be used to increase the likelihood of analyzing the flawed data.

4. A professional services firm is undergoing a business process improvement exercise to improve productivity, staff morale, and client satisfaction. Management compensation will be tied specifically to improvement in productivity during the fiscal year. Which tool should be used to quantify a measurable standard to help the company track the productivity goal for the fiscal year?

(A) Results-based management
(B) Key performance indicator
(C) Balanced scorecard
(D) Net promoter score

5. 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) Just-in-time

(B) Six Sigma

(C) Statistical process control

(D) Linear programming

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6. How does Six Sigma relate to a firm's application of a SIPOC diagram?

(A) It is equivalent to linear programming.

(B) It measures supplier and input reliability.

(C) It produces a balanced scorecard.

(D) It continually measures processes and outputs.

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7. Which quality management principle should team members apply?

(A) Committing to a new style of leadership that lets employees choose what they want to do each day

(B) Training all employees in the managerial process so both the organization and employees benefit

(C) Analyzing all adjustments made in one part of a system that may affect other parts of the system

(D) Focusing on auxiliary tasks so that as many steps as possible are added to a process

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8. Which tool sorts data into categories to help teams identify the most significant factors that contribute the most to problems?

(A) Cause chart

(B) Run chart

(C) Pareto chart

(D) Flowchart

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9. A school board has nine voting members. Five members need to be chosen each year for the finance committee. Why should the combination technique be used when selecting committee members?

(A) Because there is a correlation between committee member meeting attendance and selection

(B) Because the selection order of committee members is important

(C) Because the selection order of committee members is not important

(D) Because there is not a correlation between committee member meeting attendance and selection

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10. Which process is designed to proactively act before a problem occurs?

(A) Quality assurance

(B) Common cause variation activity

(C) Quality control

(D) Plan-do-check-act activity