

Registration form

**OPERATION MANAGEMENT CEU Training Course \$100.00
48 HOUR RUSH ORDER PROCESSING FEE ADDITIONAL \$50.00**

Start and Finish Dates: _____

You will have 90 days from this date in order to complete this course

Name _____ **Signature** _____

I have read and understood the disclaimer notice on page 2. Digitally sign XXX

Address _____

City _____ **State** _____ **Zip** _____

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Phone:
Home (____) _____ **Work (____)** _____

Operator ID # _____ **Exp. Date** _____

Class/Grade _____

Your certificate will be mailed to you in about two weeks.

Please circle/check which certification you are applying the course CEU's.

Water Treatment ___ Water Distribution ___ Other _____

Collections ___ Wastewater Treatment _____

**Technical Learning College TLC PO Box 3060 Chino Valley, AZ 86323
Toll Free (866) 557-1746 Fax (928) 272-0747 info@tlch2o.com**

If you've paid on the Internet, please write your customer# _____

Invoice me, pay with PO# _____

We will e-mail you the certificate of completion. Please provide an e-mail address

DISCLAIMER NOTICE

I understand that it is my responsibility to ensure that this CEU course is either approved or accepted in my State for CEU credit. I understand State laws and rules change on a frequent basis and I believe this course is currently accepted in my State for CEU or contact hour credit, if it is not, I will not hold Technical Learning College responsible. I also understand that this type of study program deals with dangerous conditions and that I will not hold Technical Learning College, Technical Learning Consultants, Inc. (TLC) liable for any errors or omissions or advice contained in this CEU education training course or for any violation or injury caused by this CEU education training course material. I will call or contact TLC if I need help or assistance and double-check to ensure my registration page and assignment has been received and graded.

You can obtain a printed version of the course manual from TLC for an additional \$59.95 plus shipping charges.

Grading Information

In order to maintain the integrity of our courses we do not distribute test scores, percentages or questions missed. Our exams are based upon pass/fail criteria with the benchmark for successful completion set at 70%. Once you pass the exam, your record will reflect a successful completion and a certificate will be issued to you.

Rush Grading Service

If you need this assignment graded and the results mailed to you within a 48-hour period, prepare to pay an additional rush service handling fee of \$50.00. This fee may not cover postage costs. If you need this service, simply write RUSH on the top of your Registration Form. We will place you in the front of the grading and processing line.

For security purposes, please fax or e-mail a copy of your driver's license and always call us to confirm we've received your assignment and to confirm your identity.

Thank you...

Do not solely depend on TLC's Approval list for it may be outdated.

A second certificate of completion for a second State Agency \$50 processing fee.

Some States and many employers require the final exam to be proctored.

<http://www.abctlc.com/downloads/PDF/PROCTORFORM.pdf>

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OP Management Answer Key

Name _____

Phone _____

You are solely responsible in ensuring that this course is accepted for credit by your State. No refunds. Did you check with your State agency to ensure this course is accepted for credit?

Method of Course acceptance confirmation. Please fill this section

Website __ Telephone Call__ Email____ Spoke to_____

Do not solely depend on TLC's Approval list for it may be outdated.

What is the approval number if Applicable? _____

You are responsible to ensure that TLC receives the Assignment and Registration Key. Please call us to ensure that we received it.

You can use Adobe Acrobat DC Program to complete the assignment.

Please Circle, Bold, Underline or X, one answer per question.

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| 1. A B C D E F | 17. A B C D E F | 33. A B C D E F |
| 2. A B C D E F | 18. A B C D E F | 34. A B C D E F |
| 3. A B C D E F | 19. A B C D E F | 35. A B C D E F |
| 4. A B C D E F | 20. A B C D E F | 36. A B C D E F |
| 5. A B C D E F | 21. A B C D E F | 37. A B C D E F |
| 6. A B C D E F | 22. A B C D E F | 38. A B C D E F |
| 7. A B C D E F | 23. A B C D E F | 39. A B C D E F |
| 8. A B C D E F | 24. A B C D E F | 40. A B C D E F |
| 9. A B C D E F | 25. A B C D E F | 41. A B C D E F |
| 10. A B C D E F | 26. A B C D E F | 42. A B C D E F |
| 11. A B C D E F | 27. A B C D E F | 43. A B C D E F |
| 12. A B C D E F | 28. A B C D E F | 44. A B C D E F |
| 13. A B C D E F | 29. A B C D E F | 45. A B C D E F |
| 14. A B C D E F | 30. A B C D E F | 46. A B C D E F |
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| 57. A B C D E F | 75. A B C D E F | 93. A B C D E F |
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| 59. A B C D E F | 77. A B C D E F | 95. A B C D E F |
| 60. A B C D E F | 78. A B C D E F | 96. A B C D E F |
| 61. A B C D E F | 79. A B C D E F | 97. A B C D E F |
| 62. A B C D E F | 80. A B C D E F | 98. A B C D E F |
| 63. A B C D E F | 81. A B C D E F | 99. A B C D E F |
| 64. A B C D E F | 82. A B C D E F | 100. A B C D E F |
| 65. A B C D E F | 83. A B C D E F | |
| 66. A B C D E F | 84. A B C D E F | |

Additional certificate for another Agency – additional fee \$50

We only require this answer sheet back for grading. You are to complete the workbook assignment (Essay questions) as well and keep that for your records.

**Please fax the answer key to
TLC Western Campus Fax (928) 272-0747
Always call us after faxing the paperwork to confirm that we've received it.**

Rush Grading Service

If you need this assignment graded and the results mailed to you within a 48-hour period, prepare to pay an additional rush service handling fee of \$50.00.

Please e-mail or fax this survey along with your final exam

**OPERATIONAL MANAGEMENT CEU COURSE
CUSTOMER SERVICE RESPONSE CARD**

NAME: _____

E-MAIL _____ PHONE _____

PLEASE COMPLETE THIS FORM BY CIRCLING THE NUMBER OF THE APPROPRIATE ANSWER IN THE AREA BELOW.

1. Please rate the difficulty of your course.
Very Easy 0 1 2 3 4 5 Very Difficult

2. Please rate the difficulty of the testing process.
Very Easy 0 1 2 3 4 5 Very Difficult

3. Please rate the subject matter on the exam to your actual field or work.
Very Similar 0 1 2 3 4 5 Very Different

4. How did you hear about this Course? _____

5. What would you do to improve the Course?

How about the price of the course?

Poor ____ Fair ____ Average ____ Good ____ Great ____

How was your customer service?

Poor ____ Fair ____ Average ____ Good ____ Great ____

Any other concerns or comments.

Operational Management Training Course Assignment

The Assignment (Exam) is also available in Word on the Internet for your Convenience, please visit www.ABCTLC.com and download the assignment and e-mail it back to TLC.

You'll have 90 days from the start of this course to complete in order to receive your Professional Development Hours (**PDHs**) or Continuing Education Unit (**CEU**). A score of 70 % is necessary to pass this course. We prefer if this exam is proctored. No intentional trick questions. If you should need any assistance, please email all concerns and the completed manual to info@tlch2o.com.

We would prefer that you utilize the enclosed answer sheet in the front, but if you are unable to do so, type out your own answer key. Please include your name and address on your manual and make copy for yourself. You can e-mail or fax your Answer Key along with the Registration Form to TLC. **(S) Means answer may be plural or singular. Multiple Choice Section, One answer per question and please use the answer key.**

We only require this section back for grading (depending upon your State Requirements). You are to complete the workbook assignment as well and keep for your records.

Select one answer per question.

1. Which of the following glossary terms says that 80 percent of the costs or revenues can be attributed to only 20 percent of the possible products or materials?
A. ABC Analysis D. Activity Based Accounting
B. Amortize E. Adjustments
C. Annual FTR F. None of the Above
2. Which of the following glossary terms prioritizes the products, allowing you to see which ones are contribute most to cost or revenue?
A. ABC Analysis D. Activity Based Accounting
B. Amortize E. Adjustments
C. Annual FTR F. None of the Above
3. Which of the following glossary terms is the tasks that contribute most to a firm's profits are the tasks we may wish to study and improve?
A. ABC Analysis D. Activity Based Accounting
B. Amortize E. Adjustments
C. Annual FTR F. None of the Above
4. Which of the following glossary terms is the effort percentage of a particular appointment?
A. Frozen D. Five Forces Model
B. Flexibility E. Full-Time Equivalence (FTE)
C. Full-Time Rate (FTR) F. None of the Above

5. Which of the following glossary terms is the equivalent of an employee's compensation rate for a specific job?
- A. Frozen
B. Flexibility
C. Full-Time Rate (FTR)
D. Five Forces Model
E. Full-Time Equivalence (FTE)
F. None of the Above
6. Which of the following glossary terms is an analytical technique for assessing the value added at various stages or functions in a process?
- A. Goal
B. Governance
C. Impact
D. Functional Economic Analysis (FEA)
E. Gross Requirement
F. None of the Above
7. Which of the following glossary terms is a code used to identify the source of funds and intended use of the funds?
- A. Goal
B. Governance
C. Impact
D. Fund Code
E. Gross Requirement
F. None of the Above
8. Which of the following glossary terms produces a more accurate estimate of what it costs to produce a product?
- A. ABC Analysis
B. Amortize
C. Annual FTR
D. Activity Based Accounting
E. Adjustments
F. None of the Above
9. Which of the following glossary terms is a tool developed by Michael Porter that analyzes an industry in terms of five competitive forces?
- A. Frozen
B. Flexibility
C. Full-Time Rate (FTR)
D. Five Forces Model
E. Full-Time Equivalence (FTE)
F. None of the Above
10. Which of the following glossary terms is the ability of a process to create different goods and services as requested by consumers?
- A. Frozen
B. Flexibility
C. Full-Time Rate (FTR)
D. Five Forces Model
E. Full-Time Equivalence (FTE)
F. None of the Above
11. Which of the following glossary terms is a logical structure for classifying and organizing complex information?
- A. Frozen
B. Flexibility
C. Full-Time Rate (FTR)
D. Framework
E. Full-Time Equivalence (FTE)
F. None of the Above
12. Which of the following glossary terms is the process of comparing one set of measurements of a process, product or service to those of another organization?
- A. Bottleneck
B. Budget Code
C. Budget Line Number
D. Benchmarking
E. Breakeven Period
F. None of the Above

13. Which of the following glossary terms is to set appropriate reliability and quality metrics for your company based on metrics for similar processes in other companies?
- A. Bottleneck D. Benchmarking
 B. Budget Code E. Breakeven Period
 C. Budget Line Number F. None of the Above
14. Which of the following glossary terms is the area of expertise of an organization that is critical to its long term success?
- A. Delivery D. Core competency
 B. Customer E. Cost-Benefit Analysis
 C. Core competency F. None of the Above
15. Which of the following glossary terms in Materials Management, a term meant to indicate that changing the scheduled order plan would be very difficult and expensive.
- A. Frozen D. Five Forces Model
 B. Flexibility E. Full-Time Equivalence (FTE)
 C. Full-Time Rate (FTR) F. None of the Above
16. Which of the following terms is base budget transfers made to or from a budget line?
- A. ABC Analysis D. Activity Based Accounting
 B. Amortize E. Adjustments
 C. Annual FTR F. None of the Above
17. Which of the following terms is the process unit that has the longest cycle time or the lowest capacity relative to the demand, or flow of jobs through it, thereby restricting flow and setting the capacity of the process system?
- A. Bottleneck D. Benchmarking
 B. Budget Code E. Breakeven Period
 C. Budget Line Number F. None of the Above
18. Which of the following terms is the period of time taken to repay an investment?
- A. Bottleneck D. Benchmarking
 B. Budget Code E. Breakeven Period
 C. Budget Line Number F. None of the Above
19. Which of the following terms is an accounting system that allocates overhead costs according to the use of those general facilities in producing goods and services?
- A. ABC Analysis D. Activity Based Accounting
 B. Amortize E. Adjustments
 C. Annual FTR F. None of the Above
20. Which of the following terms is the period of time that starts July 1st and ends June 30th?
- A. Feedback D. Executive Information System
 B. Finished Good E. Federal Enterprise Architecture Framework (FEAF)
 C. Fiscal Year (FY) F. None of the Above

21. Which of the following terms is used by many financial analysts to decide whether to proceed on an investment?

- A. Bottleneck
- B. Budget Code
- C. Budget Line Number
- D. Benchmarking
- E. Breakeven Period
- F. None of the Above

22. Which of the following terms is the amount of resources used or consumed to produce a unit of output?

- A. Cost
- B. Customer
- C. Core competency
- D. Cycle time for a unit
- E. Cost-Benefit Analysis
- F. None of the Above

23. Which of the following terms is the procedure for decision support?

- A. Delivery
- B. Customer
- C. Core competency
- D. Cycle time for a unit
- E. Cost-Benefit Analysis
- F. None of the Above

24. Which of the following terms is the private sector, those who pay, or exchange value, for products or services?

- A. Delivery
- B. Customer
- C. Core competency
- D. Cycle time for a unit
- E. Cost-Benefit Analysis
- F. None of the Above

25. Which of the following terms if you were observing jobs passing a certain spot in the process, the cycle time is the time between one job and its predecessor or follower?

- A. Delivery
- B. Customer
- C. Core competency
- D. Cycle time for a process
- E. Cost-Benefit Analysis
- F. None of the Above

26. Which of the following terms is the time it takes a unit to do a job?

- A. Delivery
- B. Customer
- C. Core competency
- D. Cycle time for a unit
- E. Cost-Benefit Analysis
- F. None of the Above

27. Which of the following terms is the business function of producing goods and services as products to create revenue?

- A. Outcome
- B. Output
- C. Performance indicator
- D. Outcome measure
- E. Operations Management
- F. None of the Above

28. Which of the following terms is the command, control and feedback relationships among a group of people and information systems?

- A. Organization
- B. Output
- C. Performance indicator
- D. Outcome measure
- E. Performance goal
- F. None of the Above

29. Which of the following terms is the three-digit number assigned to individual lines by the Budget Office?

- A. Bottleneck
- B. Budget Code
- C. Budget Line Number
- D. Benchmarking
- E. Breakeven Period
- F. None of the Above

30. Which of the following terms is the form used to confirm adequate funds, staffing changes to general and non-general fund and non-temporary positions?

- A. Bottleneck
- B. Budget Code
- C. Budget Line Number
- D. Budget Clearance Form
- E. Breakeven Period
- F. None of the Above

31. Which of the following terms is the groups of instructional staff, non-instructional staff and non-salary budget lines?

- A. Bottleneck
- B. Budget Code
- C. Budget Line Number
- D. Benchmarking
- E. Breakeven Period
- F. None of the Above

32. Which of the following terms is the Material Requirements Planning, the amount of available inventory in a time period?

- A. Outcome
- B. On-Hand
- C. Performance indicator
- D. Outcome measure
- E. Performance goal
- F. None of the Above

33. Which of the following terms is the data on the current process that provides the metrics against which to compare improvements and to use in benchmarking?

- A. Baseline
- B. Base
- C. Assessment
- D. Balanced Scorecard
- E. Budget Amount
- F. None of the Above

34. Which of the following terms is the long-term, ultimate measure of success or strategic effectiveness?

- A. Outcome
- B. Output
- C. Performance indicator
- D. Outcome measure
- E. Performance goal
- F. None of the Above

35. Which of the following terms is the code describing the time period associated with the full time rate for an appointment?

- A. Backlog
- B. Base
- C. Assessment
- D. Balanced Scorecard
- E. Appointment Period
- F. None of the Above

36. Which of the following terms is the way components fit together to form a unified system?

- A. Backlog
- B. Architecture
- C. Assessment
- D. Balanced Scorecard
- E. Budget Amount
- F. None of the Above

37. Which of the following terms is any effort to gather, analyze and interpret evidence which describes organizational effectiveness?

- A. Backlog
- B. Base
- C. Assessment
- D. Balanced Scorecard
- E. Budget Amount
- F. None of the Above

38. Which of the following terms is the amount of a good or service demanded exceeds the capacity or supply in a given time period?

- A. Backlog
- B. Base
- C. Assessment
- D. Balanced Scorecard
- E. Budget Amount
- F. None of the Above

39. Which of the following terms is when the backlog exists, the excess of demand over supply may be made up in later periods?

- A. Backlog
- B. Base
- C. Assessment
- D. Balanced Scorecard
- E. Backorders
- F. None of the Above

40. Which of the following terms is the measurement-based strategic management system, originated by Robert Kaplan and David Norton?

- A. Backlog
- B. Base
- C. Assessment
- D. Balanced Scorecard
- E. Budget Amount
- F. None of the Above

41. Which of the following terms is the methodology for focused change in a business process achieved by analyzing the AS-IS process using flowcharts?

- A. Capacity Requirement
- B. Capacity Utilization
- C. Capacity
- D. Business Process Improvement
- E. Comp Rate
- F. None of the Above

42. Which of the following terms is the methodology (developed by Michael Hammer) for radical, rapid change in business processes achieved by redesigning the process from scratch and then adding automation?

- A. Capacity Requirement
- B. Capacity Utilization
- C. Capacity
- D. Business Process Reengineering
- E. Comp Rate
- F. None of the Above

43. Which of the following terms is the Jargon for cycle time?

- A. Capacity Requirement
- B. Capacity Utilization
- C. Capacity
- D. Business Process Reengineering
- E. Comp Rate
- F. None of the Above

44. Which of the following terms is the maximum flow of jobs through a process, expressed in (units/time)?

- A. Capacity Requirement
- B. Capacity Utilization
- C. Capacity
- D. Business Process Reengineering
- E. Comp Rate
- F. None of the Above

45. Which of the following terms is the number representing the base compensation received by an employee for a job?

- A. Capacity Requirement
- B. Capacity Utilization
- C. Capacity
- D. Business Process Reengineering
- E. Comp Rate
- F. None of the Above

46. Which of the following terms we are measuring quality of a good or service, control limits are those values of that measure where we decide to either accept or reject the product or service based on quality as measured by that variable?

- A. Delivery
- B. Customer
- C. Core competency
- D. Control Limit
- E. Cost-Benefit Analysis
- F. None of the Above

47. Which of the following terms is the structured proposal for business improvement that functions as a decision package for organizational decision-makers?

- A. Capacity Requirement
- B. Capacity Utilization
- C. Business case
- D. Business Process Reengineering
- E. Comp Rate
- F. None of the Above

48. Which of the following terms is the specific performance that targets firms and individuals aspire to in each area(s) in a firm's mission statement?

- A. Net Requirement
- B. Objective
- C. Objectives
- D. Non-value-added work
- E. Net present value (NPV)
- F. None of the Above

49. Which of the following terms is to work out the death of a debt (often incurred in an investment) - To pay it off?

- A. ABC Analysis
- B. Amortize
- C. Annual FTR
- D. Activity Based Accounting
- E. Adjustments
- F. None of the Above

50. Which of the following terms is the number indicating an employee's annual full-time rate?

- A. ABC Analysis
- B. Amortize
- C. Annual FTR
- D. Activity Based Accounting
- E. Adjustments
- F. None of the Above

51. Which of the following terms is the amount budgeted to a specific budget line?

- A. Backlog
- B. Base
- C. Assessment
- D. Balanced Scorecard
- E. Base Budget Amount
- F. None of the Above

52. Which of the following terms are often set at three standard deviations from the mean of the measured variable?

- A. Delivery
- B. Customer
- C. Core competency
- D. Control Limit
- E. Cost-Benefit Analysis
- F. None of the Above

53. Which of the following terms is the degree of capability or productivity of a process, such as the number of cases closed per year; (b) tasks accomplished per unit cost?

- A. Effectiveness
- B. Enterprise
- C. Evaluation
- D. Efficiency
- E. Economic Value Added (EVA)
- F. None of the Above

54. Which of the following terms is the system of business endeavor within a particular business environment?

- A. Effectiveness
- B. Enterprise
- C. Evaluation
- D. Efficiency
- E. Economic Value Added (EVA)
- F. None of the Above

55. Which of the following terms is the effort to use assessment evidence or performance measurements to improve organizational effectiveness?

- A. Effectiveness
- B. Enterprise
- C. Evaluation
- D. Efficiency
- E. Economic Value Added (EVA)
- F. None of the Above

56. Which of the following terms is the generic term for a software application that provides high-level information to decision makers, usually to support resource allocation, strategy or priority decisions?

- A. Feedback
- B. Finished Good
- C. Fiscal Year (FY)
- D. Executive Information System
- E. Federal Enterprise Architecture Framework (FEAF)
- F. None of the Above

57. Which of the following terms is the organizing mechanism for managing development, maintenance, and facilitated decision making of a Federal EA?

- A. Feedback
- B. Finished Good
- C. Fiscal Year (FY)
- D. Executive Information System
- E. Federal Enterprise Architecture Framework (FEAF)
- F. None of the Above

58. Which of the following terms is the cycle time is also known as time standards, capacity requirement?

- A. Delivery
- B. Customer
- C. Core competency
- D. Cycle time for a unit
- E. Cost-Benefit Analysis
- F. None of the Above

59. Which of the following terms is the calculating cycle time a common question arises concerning the different cycle time and capacity that might be calculated during startup and shutdown of an operation?

- A. Delivery
- B. Customer
- C. Core competency
- D. Cycle time for a unit
- E. Cost-Benefit Analysis
- F. None of the Above

60. Which of the following terms is the ability of a process to deliver goods and services when the consumer requests them?

- A. Delivery
- B. Customer
- C. Core competency
- D. Cycle time for a unit
- E. Cost-Benefit Analysis
- F. None of the Above

61. Which of the following terms is the factor that translates expected financial benefits or costs in any given future year into present value terms?

- A. Discount factor
- B. Enterprise
- C. Evaluation
- D. Efficiency
- E. Economic Value Added (EVA)
- F. None of the Above

62. Which of the following terms is the discount rate is the interest rate used in calculating the present value of expected yearly benefits and costs?
- A. Discount factor D. Efficiency
 B. Enterprise E. Economic Value Added (EVA)
 C. Evaluation F. None of the Above
63. Which of the following terms is the earned value is a project management technique that relates resource planning to schedules and to technical cost and schedule requirements?
- A. Effectiveness D. Efficiency
 B. Enterprise E. Earned Value Management
 C. Evaluation F. None of the Above
64. Which of the following terms is the method to encourage contractors to use effective internal cost and schedule management control systems?
- A. Effectiveness D. Efficiency
 B. Enterprise E. Earned Value Management
 C. Evaluation F. None of the Above
65. Which of the following terms is the net operating profit after taxes minus (capital x cost of capital)?
- A. Effectiveness D. Efficiency
 B. Enterprise E. Economic Value Added (EVA)
 C. Evaluation F. None of the Above
66. Which of the following terms is the degree to which an activity or initiative is successful in achieving a specified goal?
- A. Effectiveness D. Efficiency
 B. Enterprise E. Economic Value Added (EVA)
 C. Evaluation F. None of the Above
67. Which of the following terms is the aim or intended result of a strategy?
- A. Net Requirement D. Non-value-added work
 B. Objective E. Net present value (NPV)
 C. Objectives F. None of the Above
68. Which of the following terms is the description of the intended result, effect, or consequence that will occur from carrying out a program or activity?
- A. Outcome D. Outcome measure
 B. Output E. Performance goal
 C. Performance indicator F. None of the Above
69. Which of the following terms is the products and services delivered?
- A. Outcome D. Outcome measure
 B. Output E. Performance goal
 C. Performance indicator F. None of the Above

70. Which of the following terms is the analytical framework for linking IT investment decisions to an organization's strategic objectives and business plans?

- A. Job
- B. Job Code
- C. Knowledge Management
- D. IT investment management approach
- E. Key Performance Indicators (KPI)
- F. None of the Above

71. Which of the following terms is the code indicating a job classification title established by the Office of Human Resource and Affirmative Action?

- A. Job
- B. Job Code
- C. Knowledge Management
- D. IT investment management approach
- E. Key Performance Indicators (KPI)
- F. None of the Above

72. Which of the following terms is the information obtained from the results of a process that is used in guiding the way that process is done?

- A. Feedback
- B. Finished Good
- C. Fiscal Year (FY)
- D. Executive Information System
- E. Federal Enterprise Architecture Framework (FEAF)
- F. None of the Above

73. Which of the following terms is the diagnostic feedback tracks efficiency of internal business processes?

- A. Feedback
- B. Finished Good
- C. Fiscal Year (FY)
- D. Executive Information System
- E. Federal Enterprise Architecture Framework (FEAF)
- F. None of the Above

74. Which of the following terms is the job that has gone through all process steps?

- A. Feedback
- B. Finished Good
- C. Fiscal Year (FY)
- D. Executive Information System
- E. Federal Enterprise Architecture Framework (FEAF)
- F. None of the Above

75. Which of the following terms is the budget line within a department id that provides funds to another budget line?

- A. Goal
- B. Governance
- C. Funding Source
- D. Gap Analysis
- E. Gross Requirement
- F. None of the Above

76. Which of the following terms is the general expectation of performance in industry, we can then compare that with current capabilities, and this becomes the gap analysis?

- A. Goal
- B. Governance
- C. Impact
- D. Gap Analysis
- E. Gross Requirement
- F. None of the Above

77. Which of the following terms is the work activities that add no value to the mission of the organization?

- A. Net Requirement
- B. Objective
- C. Objectives
- D. Non-value-added work
- E. Net present value (NPV)
- F. None of the Above

78. Which of the following terms is the unit used to measure production of goods and services?

- A. Job
- B. Job Code
- C. Knowledge Management
- D. IT investment management approach
- E. Key Performance Indicators (KPI)
- F. None of the Above

79. Which of the following terms is the short list of metrics that a company's managers have identified as the most important variables reflecting operational or organizational performance?

- A. Job
- B. Job Code
- C. Knowledge Management
- D. IT investment management approach
- E. Key Performance Indicators (KPI)
- F. None of the Above

80. Which of the following terms is the three to five broad areas on which an organization must focus in order to achieve its vision?

- A. Job
- B. Job Code
- C. Knowledge Management
- D. Key Success Factors (KSF)
- E. Key Performance Indicators (KPI)
- F. None of the Above

81. Which of the following terms is the target level of performance expressed as a tangible, measurable objective?

- A. Outcome
- B. Output
- C. Performance indicator
- D. Outcome measure
- E. Performance goal
- F. None of the Above

82. Which of the following terms is the particular value or characteristic used to measure output or outcome?

- A. Outcome
- B. Output
- C. Performance indicator
- D. Outcome measure
- E. Performance goal
- F. None of the Above

83. Which of the following terms is the specific intended result of a strategy?

- A. Goal
- B. Governance
- C. Impact
- D. Gap Analysis
- E. Gross Requirement
- F. None of the Above

84. Which of the following terms is the systems and processes in place for ensuring proper accountability and openness in the conduct of an organization's business?

- A. Goal
- B. Governance
- C. Impact
- D. Gap Analysis
- E. Gross Requirement
- F. None of the Above

85. Which of the following terms is the total amount of a product or component of a product that needs to be available in a given time period to allow production of the finished good or service?

- A. Goal
- B. Governance
- C. Impact
- D. Gap Analysis
- E. Gross Requirement
- F. None of the Above

86. Which of the following terms is the changes in outcomes that can be attributed to a particular project, program or policy?

- A. Inference
- B. Input Intermediate
- C. Impact
- D. Information technology (IT)
- E. Outcome
- F. None of the Above

87. Which of the following terms is the matters concerned with the furtherance of computer science and technology and with the design?

- A. Inference
- B. Input Intermediate
- C. Indicator
- D. Information technology (IT)
- E. Outcome
- F. None of the Above

88. Which of the following terms is the logical components include mission, functional and information requirements, system configurations, and information flows.

- A. Inference
- B. Input Intermediate
- C. Indicator
- D. Information technology (IT)
- E. Outcome
- F. None of the Above

89. Which of the following terms is the IT standards and rules that will be used to implement the logical architecture.

- A. Inference
- B. Input Intermediate
- C. Indicator
- D. Information technology (IT)
- E. Outcome
- F. None of the Above

90. Which of the following terms is the resources used to produce outputs and outcomes?

- A. Inference
- B. Input
- C. Indicator
- D. Information technology (IT)
- E. Outcome
- F. None of the Above

91. Which of the following terms is the outcome from a business activity that can be identified and measured in the near term, and is an indicator of longer-term outcomes?

- A. Inference
- B. Input Intermediate
- C. Indicator
- D. Information technology (IT)
- E. Intermediate Outcome
- F. None of the Above

92. Which of the following terms is the cost of keeping inventory, usually stated in \$ per unit per period of time?

- A. Inference
- B. Input Intermediate
- C. Indicator
- D. Inventory Holding Cost
- E. Outcome
- F. None of the Above

93. Which of the following terms is the activity undertaken based on strategic objectives such as reduced cycle time, reduced cost, and customer satisfaction?

- A. Inference
- B. Input Intermediate
- C. Improvement
- D. Information technology (IT)
- E. Outcome
- F. None of the Above

94. Which of the following terms is the metric that is intended to be easy to measure?
- | | |
|-----------------------|--------------------------------|
| A. Inference | D. Information technology (IT) |
| B. Input Intermediate | E. Outcome |
| C. Indicator | F. None of the Above |
95. Which of the following terms is the statistical process control we use data and information obtained from samples to infer or deduce something about a larger population?
- | | |
|-----------------------|--------------------------------|
| A. Inference | D. Information technology (IT) |
| B. Input Intermediate | E. Outcome |
| C. Indicator | F. None of the Above |
96. Which of the following terms is the number of times inventory is used up in a given time period (times/time)?
- | | |
|-------------------------|--------------------------------------|
| A. Inventory turns | D. IT investment management approach |
| B. Inventory | E. Key Performance Indicators (KPI) |
| C. Knowledge Management | F. None of the Above |
97. Which of the following terms is the jobs or material that sits still or churns within a confined space, is idle, costs time value of money, and incurs losses?
- | | |
|-------------------------|--------------------------------------|
| A. Inventory turns | D. IT investment management approach |
| B. Inventory | E. Key Performance Indicators (KPI) |
| C. Knowledge Management | F. None of the Above |
98. Which of the following terms that caters to the critical issues of organizational adaptation, survival and competence in face of increasingly discontinuous environmental change?
- | | |
|-------------------------|--------------------------------------|
| A. Job | D. IT investment management approach |
| B. Job Code | E. Key Performance Indicators (KPI) |
| C. Knowledge Management | F. None of the Above |
99. Which of the following terms is the organizational processes that seek synergistic combination of data and information processing capacity of information technologies, and the creative and innovative capacity of human beings?
- | | |
|-------------------------|--------------------------------------|
| A. Job | D. IT investment management approach |
| B. Job Code | E. Key Performance Indicators (KPI) |
| C. Knowledge Management | F. None of the Above |
100. Which of the following terms is the quality unit that lasts twice as long; consumes half the energy, and costs less for service will probably have lower life cycle costs than a cheap unit that falls apart quickly?
- | | |
|-------------------------------|---------------------------------------|
| A. Liquid | D. McKinsey / General Electric Matrix |
| B. Logic Model | E. Life Cycle Costing |
| C. Managing for Results (MFR) | F. None of the Above |