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QUESTION 1

The owner of a shop is taking a telephone order from a customer for a new vacuum cleaner. He needs to take and confirm customer details in this ordering process. As part of this, he enters the customer details onto a system. What does the entry of the customer's name, address and contact number represent?

- A. Event
- B. Process
- C. Step in a task
- D. Task in process

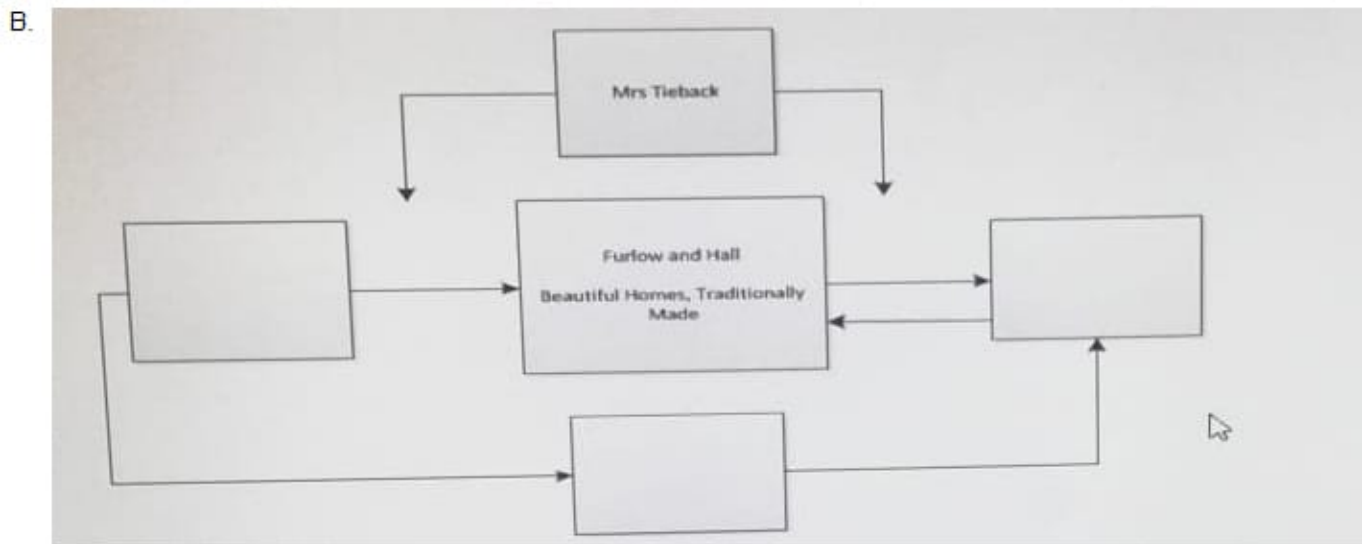
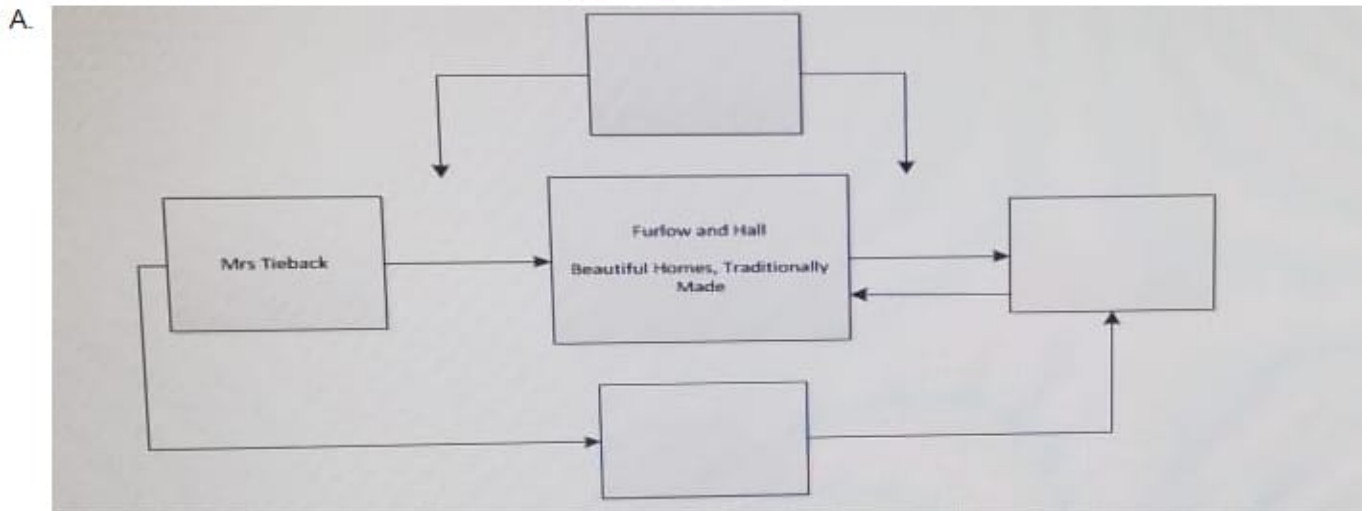
Correct Answer: A

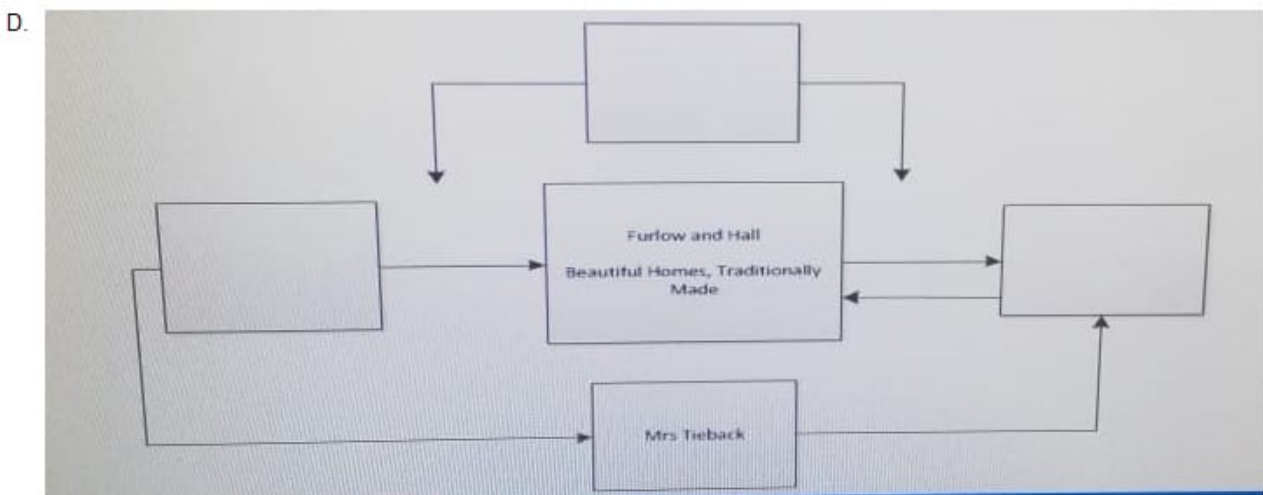
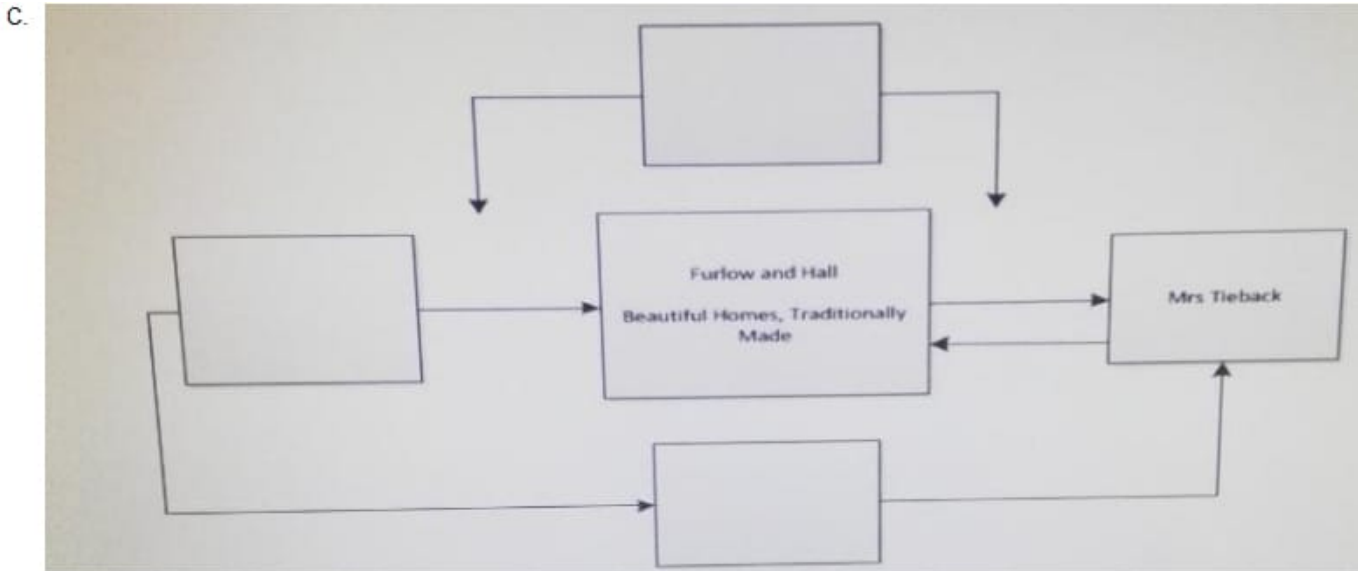
QUESTION 2

Furlow and Hall is an interior decorating business. Specializing in high-quality handmade soft furnishings and a bespoke design service. The business uses a small number of highly skilled craftspeople to make its products using traditional techniques.

Mrs Tieback, who sews the curtains for Furlow and Hall, is retiring later this year. Her local council has discovered that she has a workshop at her home and has informed her she is liable for business rates. This will lead to increased costs and so it is no longer economically viable for her to continue working.

Where would Mrs Tieback be shown on an organisational model of Furlow and Hall?





A. Exhibit A

B. Exhibit B

C. Exhibit C

D. Exhibit D

Correct Answer: D

QUESTION 3

When ordering goods from an online shop, a customer is given a choice of delivery methods. If the customer lives within certain qualifying locations, they can select same day delivery for an extra cost.

Request of location the customer can choose to have their order delivered to their home for a change of £2 select a weekend delivery to their home for £6, or choose to have their order delivered to a local store to collect, which is free.

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Purchase of large products are dealt with by a separate delivery service, so customer are contacted once their order has been placed to arrange special delivery. What are the input for the task select delivery type?

- A. The customer's preferred delivery day and the customer's location
- B. The customer's location and the customer's preferred delivery day
- C. The products the customer has bought and the location of the local store
- D. The products the customer has bought and the customer's location

Correct Answer: D

QUESTION 4

The product enquiry process of a company is under investigation. The current process is as follows:

1. Take customer details: Name and address of the enquirer and preferred customer payment method.
2. Confirm stock availability: Check the computer system to see if the product required are in stock.
3. Confirm delivery date, Check with outbound logistics, the likely delivery date of the in-stock products to the price not being acceptable to the customer.
4. Go ahead with order: Place order for enquirers who have accepted the price and delivery date.

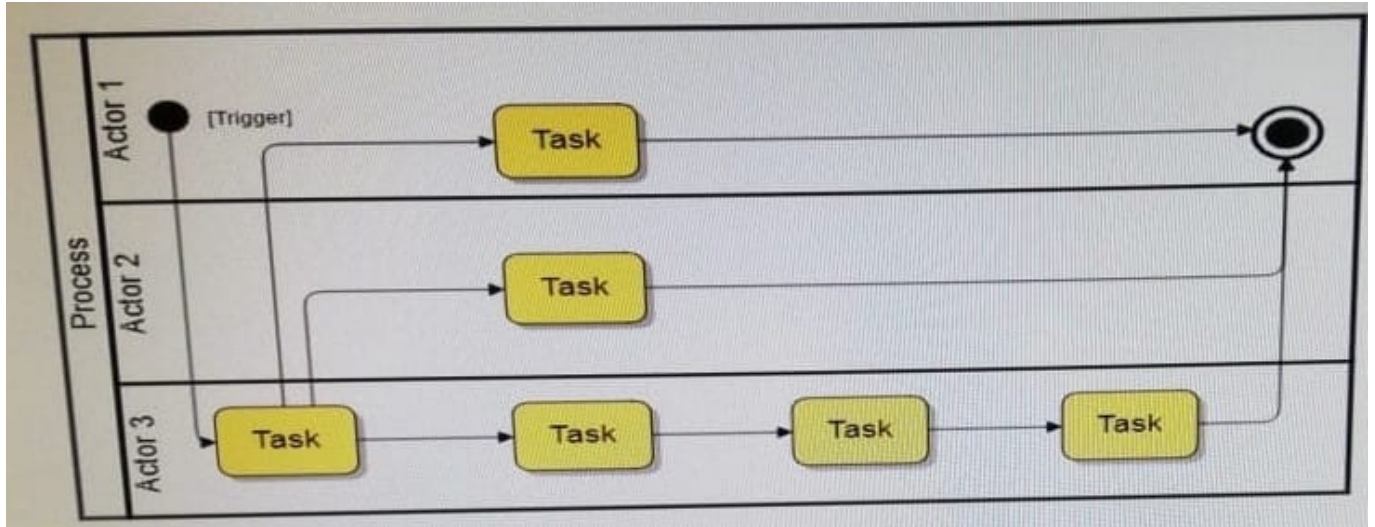
What approach to improving business processes would bring an immediate improvement in this process?

- A. Change the sequence of tasks
- B. Redefine the process boundary
- C. Automate the process.
- D. Remove non-value adding tasks

Correct Answer: C

QUESTION 5

A business analyst has identified the following pattern of business activity in a process she has been asked to improve:



The following observations have been made.

- A- The hand-offs in the process are unlikely to be worthy of further investigation.
- B- The impact of bottlenecks in the tasks performed by Actor 2 should be explored.
- C- The first task of actor 1 should always be immediately after the trigger event
- D- The impact of bottlenecks in the tasks performed by Actor 3 should be explored.

- A. a, b and c.
- B. a, c and d.
- C. b, and d.
- D. a, and d.

Correct Answer: C

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