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The correct answer is "To show information on how well a redesigned process is generating the desired results." A process dashboard contains information such as the performance metrics established for the redesigned process, the targeted performance for each metric, and the process's actual performance on each metric.

Results - Check Your Knowledge - Practice - Process ...

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The correct answer is "Functional activity." A functional activity "as is" flowchart depicts the more detailed steps in a process. It also shows the job titles of the people working in the process and the activities performed by each individual.

Question 6 - Check Your Knowledge - Practice - Process ...

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The correct answer is "Clearly explain how people were operating incorrectly in the old process." This action would not help you overcome resistance to a new process. By explaining how people were operating incorrectly in the old process, you would likely intensify, not lessen, their resistance, because you could spark defensiveness in employees.

Question 9 - Check Your Knowledge - Practice - Process ...

The correct answer is "They place the highest value on the goods and services your company offers." Target customers greatly appreciate your company's offerings, so they remain loyal over time. The most successful firms know exactly who their target customers are, focus their energy on creating offerings to please them, and adapt their products ...

Results - Check Your Knowledge - Practice - Customer Focus ...

is. something that would likely trigger a business process improvement effort. The correct answer is "The hiring of a new manager in a department"—because while a newly hired manager may want to eventually improve one or more processes in his or her department, this is not an event that typically triggers a business process improvement effort.

Question 3 - Check Your Knowledge - Practice - Process ...

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