Process/Workflow Analysis Quiz

**Question ID:** 679   **Outline Section:** WF
What is the purpose of a pareto chart

_A:_ to graphically summarize the relative importance of the differences between groups of data.

_B:_ to graphically represent the duration of tasks against the progression of time.

_C:_ to systematically list the different causes attributed to a specific problem (or effect).

_D:_ to study possible relationships between two variables

**Question ID:** 680   **Outline Section:** WF
Most business processes that are mapped are mapped at a high level with

_A:_ using system model approach

_B:_ pertinent chart information

_C:_ single line process map

_D:_ picture graph

**Question ID:** 681   **Outline Section:** WF
A process map is used as a communication tool to

_A:_ Clarify the interaction of management and operations process only

_B:_ Clarify the interaction of customer, supplier, management, and operations processes

_C:_ Show the variable in a plan

_D:_ Show what is required in a project

**Question ID:** 682   **Outline Section:** WF
Proper system analysis determines:

_A:_ How each piece of paper relates to a company's information system

_B:_ Value of an individual form.

_C:_ How each piece of paper relates to a company's financial system

_D:_ That new forms are not required

**Question ID:** 683   **Outline Section:** WF
What is the major handicap of accounting?

_A:_ The accuracy of other departments is not necessary

_B:_ The information is current and not historical

_C:_ The information is second hand

_D:_ Barcoding and OCR are used to automate collection of information
What three segments is General Accounting divided into?

A: Corporate, Human Resources, Financial
B: Financial, Plant and Equipment, Personnel
C: Corporate, Plant and Equipment, Personnel
D: Financial, Plant and Equipment, Corporate

The source document for the Accounts Payable cycle is:

A: Purchase Requisition
B: Request for Quotation
C: Debit Memo
D: Inventory Record

An example of an Internal form:

A: Vendor Invoice
B: Customer Invoice
C: Utility Bill
D: Tax Forms

What are the two authority systems in every organization?

A: data and observation
B: social and reality
C: charts and graphs
D: facts and figures

A set of interrelated or interacting activities which transforms inputs into outputs defines

A: Process
B: Graph
C: Purchase Order
D: Management

Top-down, detailed, workflow, and deployment are 4 types of a
The Cause and Effect chart is also known as

A: Fishbone chart
B: Pareto chart
C: Flow chart
D: Symbols

Why is it necessary for a forms analyst to be knowledgeable about the Accounting function?

A: It isn't
B: The accounting function supports and controls both cycles, therefore uniting them
C: Because general accounting uses data and summaries to produce its analyses and reports.
D: The accounting function is different in almost every organization

Is combining forms a good idea? Why/Whynot?

A: Yes, you don't need to do a thorough analysis
B: Yes, it saves time
C: Yes, it saves time, reduces errors
D: No, it isn't possible to combine forms from functions in another cycle

The "AS-IS" and the "TO-BE" process charts are used to generate

A: A meeting
B: The Proposal
C: Workflow
D: Job Descriptions

Process documentation is just a snapshot of a
A Process Library should be

A: Centralized/Secure/Public Domain
B: Public Domain/Accessible/Backed-up
C: Backed-up/Secure/Public Domain
D: Centralized/Accessible/Secure

The DO operation in a process chart represents a value-added step in a

A: Design Process
B: Analysing Process
C: Production Process
D: Form Design Process

The people doing the work are the best source of realistic data for building a/an _____________ process.

A: Work
B: Template
C: Electronic
D: Map of the

The basic document of the Billing function is the

A: purchase order
B: requisition
C: invoice
D: reports

The three basic steps in system analysis are

A: fact finding and confirmation, challenging the form, and basic analysis
B: efficiency, timely, and accurate
C: reading, writing, and arithmetic
D: graphs, chart, and cost avoidance
Data entry, data recovery, error reduction, and user acceptance are the four basics of

A: Systems
B: FormsDesign
C: Purchasing
D: Accounting

"Does the form justify the work generated by its preparation and use?" is an example of

A: Challenging the form
B: Fact-Finding and Confirmation
C: Cost Avoidance
D: Form construction

A Documentation Project includes

A: identifying processes
B: providing visual aides
C: identifying and mapping processes to provide understanding
D: Improvement, Renewal, Standardization, Development, Maintenance

Project Team Members should include

A: Supervision from all departments within the scope of the project
B: Employees who are new to the company
C: Employees who have received orientation and training
D: Knowledgeable experienced employees from each of the work areas

In a process flow chart, a period at the end of a line indicates

A: the end of a flow line
B: a decision
C: an action
D: an incomplete process

A standardization project:
A: reviews approved charts to confirm that processes are still correct.

B: charts and reviews existing processes.

C: charts existing processes from different locations to use best of all processes.

D: determines processes where none exist.

Question ID: 732  Outline Section: WF
Who should participate as a project team member?

A: the employee who initiated the project.

B: new employees with an unbiased perspective.

C: a manager with authority that spans the project.

D: those who do the work.

Question ID: 733  Outline Section: WF
In a Graham chart, brackets are used to show:

A: alternative process flows for a single item.

B: grouping and ungrouping of multiple items.

C: the continuation of a flow line on a different chart.

D: a decision point in the process.

Question ID: 734  Outline Section: WF
What is considered the best tool when conducting a Forms Analysis:

A: Written surveys

B: Focus groups

C: Flow Charts

D: Clerical Work Measurement

Question ID: 735  Outline Section: WF
When creating a process chart what question should only be answered after the chart is completed?

A: How

B: When

C: Why

D: What

Question ID: 736  Outline Section: WF
Which is not a considered an aspect of Process Analysis:

A: Define the project

B: Collect the facts
C: Edit and Assess
D: Analyze and Improve

Question ID: 737  Outline Section: WF
A project that takes two or more process and combines them into one is called:

A: Improvement project  
B: Development project  
C: Organization project  
D: Standardization project

Question ID: 738  Outline Section: WF
When gathering data for analysis the best place to get the data would be from:

A: A knowledgeable person doing the work  
B: The Program area manager  
C: The written procedures of the area  
D: A secret committee formed specially for the project

Question ID: 739  Outline Section: WF
With each step on a process chart, first ask the question?

A: What and why are we doing this?  
B: When are we doing it?  
C: How are we doing it?  
D: Who is doing it?

Question ID: 740  Outline Section: WF
Standardization projects usually involve?

A: One 'as is' chart  
B: Two or more 'as is' charts  
C: One 'to be' chart  
D: One 'as is' and one 'to be' charts

Question ID: 741  Outline Section: WF
Process charts provide to employees?

A: The skills to perform tasks  
B: How tasks fit together  
C: Details of employees' work  
D: Tasks employees perform
**Question ID:** 742  **Outline Section:** WF  
Process chart libraries should be available to?

**A:** Auditors  
**B:** Person responsible for library  
**C:** Senior Executives  
**D:** All employees  

**Question ID:** 743  **Outline Section:** WF  
The "As-is" and the "To-be" process charts:

**A:** can be combined into one chart  
**B:** are compared and provide a list of specific changes  
**C:** can be used instead of the questioning method  
**D:** should be reviewed in detail with the managers during a presentation  

**Question ID:** 744  **Outline Section:** WF  
Eliminating wasteful activity:

**A:** can only be calculated in real dollars  
**B:** can double an employee's value to the organization  
**C:** is environmentally friendly  
**D:** can only be justified when there is an immediate result  

**Question ID:** 745  **Outline Section:** WF  
An implementation activity list is prepared from the activity checklist by answering three questions:

**A:** Why are we doing this activity, what is the cost benefit, and should the task be completed?  
**B:** How many tasks are there, are they necessary, and when is the next meeting?  
**C:** Where is the task completed, how is it completed, and when must it be completed?  
**D:** What is the activity, who will take responsibility to see that it is done, and when can we expect to see it done?  

**Question ID:** 748  **Outline Section:** WF  
Written presentations should

**A:** be a minimum of three pages in length  
**B:** be two pages in length  
**C:** be double sided  
**D:** be one page in length
Presentations should be presented by

A: a manager who is trained in public speaking
B: the person with the best understanding of the proposed development or changes being made
C: the senior person on the team
D: someone with a sales background