

## Modelling Business Processes - Sample Exam Questions & Answers

### Question 1.

A takeaway pizza business prepares all its pizzas to order, using locally sourced ingredients.

Customers can order their pizzas online, by telephone, or in person. The business also offers a delivery service if required.

In an organisational level model of the business processes for the takeaway pizza business, how would a customer order for a pizza be represented?

- A. Process.
- B. Input to a process.
- C. Output from a process.
- D. Task within a process.

Correct Answer: B

### Question 2.

The following extract is from the operator handbook of a company that sells computer parts and accessories:

When placing a new order, an operator must first check to see if a customer currently exists on the system. This involves searching for their details in the customer relationship management system and checking their bank details to see if they have ordered from us before.

If a customer is new, they need to be added to the system; this must always include a credit check and a verification of the address details they have provided.

Which of the following represents the CORRECT number of processes, tasks and steps described in this scenario?

- A. 1 x process, 2x tasks, 4x steps.

- B. 1 x process, 1 x task, 5 x steps.
- C. 2 x processes, 2 x tasks, 3 x steps.
- D. 1 x process, 3 x tasks, 3 x steps.

Correct Answer: A

### Question 3.

The RCSTEAM rail company has introduced an optional valet service for its special steam train excursions.

Passengers can check in their luggage at their departure station and then have it handled through to the hotel they have booked as their destination.

However, there are restrictions placed on this service: each passenger must have three pieces of luggage or fewer and each piece of luggage must not weigh more than 20 kilograms.

What exceptional business scenario does the new valet service process have to handle?

- A. Broken down luggage weighing machine.
- B. Passenger travelling with no luggage.
- C. Passenger with four pieces of luggage who does not wish to use the valet service.
- D. Train departing later than its scheduled time.

Correct Answer: A

### Question 4.

SparkCheck performs regular electrical equipment inspections on a contract basis for a wide range of organisations. It also undertakes emergency inspections as requested, often associated with power problems.

'As-is' process: The inspectors collect a printed works order list from the depot at the start of the working day. They record information about their inspections in a manual folder. At the end of the day, they return to the office and enter the information collected into the company's inspection management system.

'To-be' process: The inspectors collect a printed work order list from the depot at the start of the working day, but they will now enter collected information into a handheld data collection device. This device will provide standard fault codes and information about the type and location of equipment; it will also allow inspectors to capture data immediately and work remotely.

Which of the following functionalities will NOT be delivered by the handheld data collection device solution?

- A. Print work order list.
- B. Enter fault diagnosis.
- C. Enter corrective action taken.
- D. Display equipment details.

Correct Answer: A

### Question 5

When claiming expenses, staff members are responsible for ensuring that their claims meet the organisation's expenses policies. Any expenses must be approved by the staff member's manager before the cost is incurred, unless there are exceptional circumstances. All claims must be supported by original receipts for the costs incurred.

Claims must be made within 30 days of the date the cost was incurred, unless there are exceptional circumstances. Claims are usually settled within 7 working days of submission.

When constructing a task description for the task 'claim expenses', what is an appropriate performance measure?

- A All claims settled within 30 working days.
- B All claims approved by the manager.
- C All claims settled within 7 working days.
- D All claims made within 30 days of the cost being incurred.

Correct Answer: D