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Certified Associate Business Manager CBM

APBM Certified Business Manager (CBM)

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Question: 1

Process of envisioning the organization's future and developing the necessary procedures and operations to achieve that future is called:

A. Foregoing planning
B. Strategic planning
C. Operational planning
D. Organizational planning

Answer: B

Question: 2

What focuses on the roles of senior managers in guiding an organization to fulfill its missions and meet its goals?

A. Senior management
B. Operational control
C. Executive leadership
D. Board of Control

Answer: C

Question: 3

Effective leadership requires which core leadership skills?

A. vision, empowerment, intuition, self-understanding, and value congruence
B. vision, mission, intuition, process-control, and value congruence
C. mission, empowerment, perception, self-understanding, and value congruence
D. mission, presentiment, intuition, self-understanding, and correspondence

Answer: A

Question: 4

What is based on the presumption that it is determined by what a customer wants?

A. Property
B. Trait
C. Superiority
D. Quality

Answer: D

Question: 5

_____ are targets and tolerances determined by designers of products and services.

A. Terms
B. Specifications
C. Constraints
D. Provision

Answer: B

Question: 6

Total quality is based on which of the following fundamental principle?

A. Focus on customers and stakeholders
B. Participation and teamwork by everyone in the organization
C. Process focus supported by continuous improvement and learning
D. All of the above

Answer: D

Question: 7

What refers to both incremental improvements that are small and gradual as well as break through, and large and rapid, improvement?

A. Continuous improvement
B. Re-growth
C. Streamlined improvement
D. Rationalized improvement

Answer: A

Question: 8

A learning cycle has which of the following four stages?

A. Planning, Organizing, Measurement, Revision
B. Planning, Implementation, Assessment, Adjustment
C. Planning, Execution, Assessment, Revision
D. Planning, Execution, Evaluation, Improvement

Answer: C

Question: 9

What refers to the basic management systems necessary to function effectively and carryout the principles of total quality?

A. Infrastructure
B. Practices
C. Processes
D. None of the above

Answer: A

Question: 10

Which of the following is NOT the element of infrastructure?

A. Customer leadership management
B. Quality planning
C. Leadership and strategic planning
D. Process management

Answer: B

Question: 11

What include a wide variety of graphical and statistical methods to plan work activities, collect data, analyze results, monitor progress, and solve problems?

A. Statistics
B. Techniques
C. system
D. Tools

Answer: D

Question: 12

An organization that is committed to total quality must apply it at which level?

A. organizational level
B. process level
C. job level
D. All of the above

Answer: D

Question: 13

A tool for organizing a large number of ideas, opinions and facts relating to a broad problem or subject area is called:

A. Interrelationship diagram
B. Affinity diagram
C. Kinship diagram
D. Expansive diagram

Answer: B

Question: 14

Which of the following is NOT the management and planning tool?

A. Affinity diagrams
B. Tree diagrams
C. Process decision program charts
D. Product manufacturing flow charts

Answer: D

Question: 15

What are spreadsheets that graphically display relationships between ideas, activities, or other dimensions in such a way as to provide logical connecting points between each item?

A. Matrix diagrams
B. Matrix data analyzed charts
C. Arrow diagrams
D. Process diagrams

Answer: A

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