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Financial

CBM

Certified Business Manager

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(s): 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(s): 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(s): 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(s): D

QUESTION: 5

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

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

Answer(s): 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(s): 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(s): 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(s): 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(s): 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