Business Driven Technology 7th edition Baltzan Test Bank

SKU: 9781259567322-TEST-BANK

Plug-In B2

Business Process

True / False Questions

1. The process begins when a customer steps into line and ends when the customer receives the receipt and leaves the store. The process steps are the activities the customer and store personnel do to complete the transaction.

   True False

2. A business process is a standardized set of activities that accomplish a specific task, such as processing a customer's order.

   True False

3. A business process can be viewed as a "value chain." By contributing to the creation or delivery of a product or service, each step in a process should add value to the preceding step.
   AACSB: Reflective Thinking
   AACSB: Technology

   True False

4. The continuous process improvement model attempts to understand and measure the current process and make performance improvements accordingly.

   True False

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

5. Business process reengineering (BPR) is the analysis and redesign of workflow within and between enterprises. BPR relies on a different school of thought than continuous process improvement. *In the extreme,* BPR assumes the current process is irrelevant, does not work, or is broken and must be overhauled from scratch.

   True False

6. Business process reengineering attempts to understand and measure the current process and make performance improvements accordingly.

   True False

7. The continuous process improvement model is the analysis and redesign of workflow within and between enterprises.

   True False

8. Business process modeling (or mapping) is the activity of creating a detailed flow chart or process map of a work process showing its inputs, tasks, and activities in a structured sequence.

   True False

9. A business process model is a graphic description of a process, showing the sequence of process tasks, which is developed for a specific purpose and from a selected viewpoint.

   True False

10. The As-Is process model represents the current state of the operation that has been mapped without any specific improvements or changes to existing processes.

    True False

11. The As-Is process model displays *how* the process problem will be solved or implemented.

    True False

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

12. The To-Be process model represents the current state of the operation that has been mapped without any specific improvements or changes to existing processes.

    True False

13. The To-Be process model displays *how* the process problem will be solved or implemented. To-Be process models show the results of applying change improvement opportunities to the current (As-Is) process model.

    True False

14. Business process management (BPM) integrates all of an organization's business process to make individual processes more efficient.

    True False

15. Business process management tools are used to create an application that is helpful in designing business process models and also helpful in simulating, optimizing, monitoring, and maintaining various processes that occur within an organization.

    True False

16. Business process reengineering integrates all of an organization's business process to make individual processes more efficient.

    True False

Multiple Choice Questions

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

17. What is a business process?

A. A standardized set of activities that accomplish a specific task, such as processing a customer's order
B. Rules and policies that result in a product or service that is received by an organization's external customer
C. Rules and policies that are invisible to the external customer but essential to the effective management of the business and include goal setting, day-to-day planning, performance feedback, rewards, and resource allocation
D. An attempt to understand and measure the current process and make performance improvements accordingly

18. Which of the following is not one of the three key steps involved in business process improvement?

A. Measure what matters to most customers.
B. Monitor the performance of key individuals.
C. Assign accountability for process improvement.
D. Monitor the performance of key business processes.

19. Which of the following is not one of the important characteristics of business processes?

A. The processes have internal users.
B. The processes have external users.
C. The processes occur only within organizations.
D. The processes occur across organizations.

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

20. Which of the following is one of the important characteristics of business processes?

A. The process is cross-departmental.
B. The process has external users only.
C. The process occurs only within organizations.
D. The process has internal users only.

21. What is the continuous process improvement model?

A. A standardized set of activities that accomplish a specific task, such as processing a customer's order
B. Rules and policies that result in a product or service that is received by an organization's external customer
C. Rules and policies that are invisible to the external customer but essential to the effective management of the business and include goal setting, day-to-day planning, performance feedback, rewards, and resource allocation
D. An attempt to understand and measure the current process and make performance improvements accordingly

22. What is the analysis and redesign of workflow within and between enterprises?

A. Customer facing process
B. Business process reengineering
C. Continuous process improvement
D. Business process management

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

23. What is a graphic description of a process, showing the sequence of process tasks, that is developed for a specific purpose and from a selected viewpoint?

A. Business process model
B. As-Is process model
C. To-Be process model
D. Business process mapping (or modeling)

24. What represents the current state of the operation that has been mapped without any specific improvements or changes to existing processes?

A. Business process model
B. As-Is process model
C. To-Be process model
D. Business process mapping (or modeling)

25. What shows the results of applying change improvement opportunities to the current process model?

A. Business process model
B. As-Is process model
C. To-Be process model
D. Business process mapping (or modeling)

26. What is the activity of creating a detailed flow chart or process map of a work process showing its inputs, tasks, and activities in a structured sequence?

A. Business process model
B. As-Is process model
C. To-Be process model
D. Business process mapping (or modeling)

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

27. What is used to create an application that is helpful in designing business process models and also helpful in simulating, optimizing, monitoring, and maintaining various processes that occur within an organization?

A. Business process model
B. Business process management tools
C. Business process management
D. Business process mapping (or modeling)

28. What integrates all of an organization's business process to make individual processes more efficient?

A. Business process model
B. Business process management tools
C. Business process management
D. Business process mapping (or modeling)

Essay Questions

29. Describe business processes and their importance to an organization.

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

30. Differentiate between customer facing processes and business facing processes.

31. Compare the continuous process improvement model and business process reengineering.

32. Describe business processes and their importance to an organization.

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

33. Explain business process management along with the reason for its importance to an organization.

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

Plug-In B2 Business Process Answer Key

True / False Questions

1. The process begins when a customer steps into line and ends when the customer receives the receipt and leaves the store. The process steps are the activities the customer and store personnel do to complete the transaction.

   TRUE

   Accessibility: Keyboard Navigation
   Blooms: Remember
   Difficulty: 1 Easy
   Learning Objective: B2-01 Describe business processes and their importance to an organization.
   Topic: Business Process

2. A business process is a standardized set of activities that accomplish a specific task, such as processing a customer's order.

   TRUE

   Accessibility: Keyboard Navigation
   Blooms: Remember
   Difficulty: 1 Easy
   Learning Objective: B2-01 Describe business processes and their importance to an organization.
   Topic: Business Process

3. A business process can be viewed as a "value chain." By contributing to the creation or delivery of a product or service, each step in a process should add value to the preceding step.
   AACSB: Reflective Thinking
   AACSB: Technology

   TRUE

   Accessibility: Keyboard Navigation
   Blooms: Remember

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

Difficulty: 1 Easy
Learning Objective: B2-01 Describe business processes and their importance to an organization.
Topic: Business Process

4. The continuous process improvement model attempts to understand and measure the current process and make performance improvements accordingly.

TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-02 Compare the continuous process improvement model and business process reengineering.
Topic: Business Process Improvement

5. Business process reengineering (BPR) is the analysis and redesign of workflow within and between enterprises. BPR relies on a different school of thought than continuous process improvement. *In the extreme,* BPR assumes the current process is irrelevant, does not work, or is broken and must be overhauled from scratch.

TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-02 Compare the continuous process improvement model and business process reengineering.
Topic: Business Process Improvement

6. Business process reengineering attempts to understand and measure the current process and make performance improvements accordingly.

FALSE
The continuous process improvement model attempts to understand and measure the current process and make performance improvements accordingly.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-02 Compare the continuous process improvement model and business process reengineering.
Topic: Business Process Improvement

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

7. The continuous process improvement model is the analysis and redesign of workflow within and between enterprises.

FALSE

Business process reengineering (BPR) is the analysis and redesign of workflow within and between enterprises. BPR relies on a different school of thought than continuous process improvement. *In the extreme,* BPR assumes the current process is irrelevant, does not work, or is broken and must be overhauled from scratch.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-02 Compare the continuous process improvement model and business process reengineering.
Topic: Business Process Improvement

8. Business process modeling (or mapping) is the activity of creating a detailed flow chart or process map of a work process showing its inputs, tasks, and activities in a structured sequence.

TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-03 Describe the importance of business process modeling (or mapping) and business process models.
Topic: Business Process Design

9. A business process model is a graphic description of a process, showing the sequence of process tasks, which is developed for a specific purpose and from a selected viewpoint.

TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-03 Describe the importance of business process modeling (or mapping) and business process models.
Topic: Business Process Design

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

10. The As-Is process model represents the current state of the operation that has been mapped without any specific improvements or changes to existing processes.

TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-03 Describe the importance of business process modeling (or mapping) and business process models.
Topic: Business Process Design

11. The As-Is process model displays *how* the process problem will be solved or implemented.

FALSE
The To-Be process model displays *how* the process problem will be solved or implemented.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-03 Describe the importance of business process modeling (or mapping) and business process models.
Topic: Business Process Design

12. The To-Be process model represents the current state of the operation that has been mapped without any specific improvements or changes to existing processes.

FALSE
The As-Is process model represents the current state of the operation that has been mapped without any specific improvements or changes to existing processes.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-03 Describe the importance of business process modeling (or mapping) and business process models.
Topic: Business Process Design

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

13. The To-Be process model displays *how* the process problem will be solved or implemented. To-Be process models show the results of applying change improvement opportunities to the current (As-Is) process model.

TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-03 Describe the importance of business process modeling (or mapping) and business process models.
Topic: Business Process Design

14. Business process management (BPM) integrates all of an organization's business process to make individual processes more efficient.

TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-04 Explain business process management along with the reason for its importance to an organization.
Topic: Business Process Modeling

15. Business process management tools are used to create an application that is helpful in designing business process models and also helpful in simulating, optimizing, monitoring, and maintaining various processes that occur within an organization.

TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-04 Explain business process management along with the reason for its importance to an organization.
Topic: Business Process Modeling

16. Business process reengineering integrates all of an organization's business process to make individual processes more efficient.

FALSE

Accessibility: Keyboard Navigation

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-04 Explain business process management along with the reason for its importance to an organization.
Topic: Business Process Modeling

Multiple Choice Questions

17. What is a business process?

A. A standardized set of activities that accomplish a specific task, such as processing a customer's order
B. Rules and policies that result in a product or service that is received by an organization's external customer
C. Rules and policies that are invisible to the external customer but essential to the effective management of the business and include goal setting, day-to-day planning, performance feedback, rewards, and resource allocation
D. An attempt to understand and measure the current process and make performance improvements accordingly

This is the definition of business process.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-01 Describe business processes and their importance to an organization.
Topic: Business Process

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

18. Which of the following is not one of the three key steps involved in business process improvement?

A. Measure what matters to most customers.
B. Monitor the performance of key individuals.
C. Assign accountability for process improvement.
D. Monitor the performance of key business processes.

Monitor the performance of key individuals is not one of the three key steps involved in business process improvement.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-01 Describe business processes and their importance to an organization.
Topic: Business Process

19. Which of the following is not one of the important characteristics of business processes?

A. The processes have internal users.
B. The processes have external users.
C. The processes occur only within organizations.
D. The processes occur across organizations.

Business processes occur across organizations, not only within organizations.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Objective: B2-01 Describe business processes and their importance to an organization.
Topic: Business Process

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

20. Which of the following is one of the important characteristics of business processes?

A. The process is cross-departmental.
B. The process has external users only.
C. The process occurs only within organizations.
D. The process has internal users only.

Processes are cross-departmental.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-01 Describe business processes and their importance to an organization.
Topic: Business Process

21. What is the continuous process improvement model?

A. A standardized set of activities that accomplish a specific task, such as processing a customer's order
B. Rules and policies that result in a product or service that is received by an organization's external customer
C. Rules and policies that are invisible to the external customer but essential to the effective management of the business and include goal setting, day-to-day planning, performance feedback, rewards, and resource allocation
D. An attempt to understand and measure the current process and make performance improvements accordingly

This is the definition of continuous process improvement model.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-02 Compare the continuous process improvement model and business process reengineering.
Topic: Business Process Improvement

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

22. What is the analysis and redesign of workflow within and between enterprises?

A. Customer facing process
B. Business process reengineering
C. Continuous process improvement
D. Business process management

This is the definition of business process reengineering.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-02 Compare the continuous process improvement model and business process reengineering.
Topic: Business Process Improvement

23. What is a graphic description of a process, showing the sequence of process tasks, that is developed for a specific purpose and from a selected viewpoint?

A. Business process model
B. As-Is process model
C. To-Be process model
D. Business process mapping (or modeling)

The business process model is a graphic description of a process, showing the sequence of process tasks, that is developed for a specific purpose and from a selected viewpoint.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-03 Describe the importance of business process modeling (or mapping) and business process models.
Topic: Business Process Design

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

24. What represents the current state of the operation that has been mapped without any specific improvements or changes to existing processes?

A. Business process model
B. As-Is process model
C. To-Be process model
D. Business process mapping (or modeling)

As-Is process models represent the current state of the operation that has been mapped without any specific improvements or changes to existing processes.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-03 Describe the importance of business process modeling (or mapping) and business process models.
Topic: Business Process Design

25. What shows the results of applying change improvement opportunities to the current process model?

A. Business process model
B. As-Is process model
C. To-Be process model
D. Business process mapping (or modeling)

To-Be process models show the results of applying change improvement opportunities to the current (As-Is) process model.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-03 Describe the importance of business process modeling (or mapping) and business process models.
Topic: Business Process Design

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

26. What is the activity of creating a detailed flow chart or process map of a work process showing its inputs, tasks, and activities in a structured sequence?

A. Business process model
B. As-Is process model
C. To-Be process model
D. Business process mapping (or modeling)

Business process modeling (or mapping) is the activity of creating a detailed flow chart or process map of a work process showing its inputs, tasks, and activities, in a structured sequence.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-03 Describe the importance of business process modeling (or mapping) and business process models.
Topic: Business Process Design

27. What is used to create an application that is helpful in designing business process models and also helpful in simulating, optimizing, monitoring, and maintaining various processes that occur within an organization?

A. Business process model
B. Business process management tools
C. Business process management
D. Business process mapping (or modeling)

Business process management tools are used to create an application that is helpful in designing business process models and also helpful in simulating, optimizing, monitoring, and maintaining various processes that occur within an organization.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-04 Explain business process management along with the reason for its importance to an organization.
Topic: Business Process Modeling

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

28. What integrates all of an organization's business process to make individual processes more efficient?

A. Business process model
B. Business process management tools
C. Business process management
D. Business process mapping (or modeling)

Business process management (BPM) integrates all of an organization's business process to make individual processes more efficient.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-04 Explain business process management along with the reason for its importance to an organization.
Topic: Business Process Modeling

Essay Questions

29. Describe business processes and their importance to an organization.

A business process is a standardized set of activities that accomplish a specific task, such as processing a customer's order. Business processes transform a set of inputs into a set of outputs (goods or services) for another person or process by using people and tools. Without processes, organizations would not be able to complete activities.

Blooms: Remember
Difficulty: 1 Easy
Learning Objective: B2-01 Describe business processes and their importance to an organization.
Topic: Business Process

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

30. Differentiate between customer facing processes and business facing processes.

Customer facing processes result in a product or service that is received by an organization's external customer. Business facing processes are invisible to the external customer but essential to the effective management of the business and include goal setting, day-to-day planning, performance feedback, rewards, and resource allocation.

Blooms: Remember
Difficulty: 3 Hard
Learning Objective: B2-02 Compare the continuous process improvement model and business process reengineering.
Topic: Business Process Improvement

31. Compare the continuous process improvement model and business process reengineering.

Many organizations began business process improvement with a continuous improvement model. A continuous process improvement model attempts to understand and measure the current process and make performance improvements accordingly. Business process reengineering (BPR) is the analysis and redesign of workflow within and between enterprises. BPR relies on a different school of thought than continuous process improvement. In the extreme, BPR assumes the current process is irrelevant, does not work, or is broken and must be overhauled from scratch. Such a clean slate enables business process designers to disassociate themselves from today's process and focus on a new process. It is like the designers projecting themselves into the future and asking: What should the process look like? What do customers want it to look like? What do other employees want it to look like? How do best-in-class companies do it? How can new technology facilitate the process?

Blooms: Remember
Difficulty: 3 Hard
Learning Objective: B2-03 Describe the importance of business process modeling (or mapping) and business process models.
Topic: Business Process Design

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

32. Describe business processes and their importance to an organization.

Business process modeling (or mapping) is the activity of creating a detailed flow chart or process map of a work process showing its inputs, tasks, and activities in a structured sequence. A business process model is a graphic description of a process, showing the sequence of process tasks, that is developed for a specific purpose and from a selected viewpoint. A set of one or more process models details the many functions of a system or subject area with graphics and text and its purposes are to: expose process detail gradually and in a controlled manner, encourage conciseness and accuracy in describing the process model, focus attention on the process model interfaces, and provide a powerful process analysis and consistent design vocabulary.

Blooms: Remember
Difficulty: 3 Hard
Learning Objective: B2-04 Explain business process management along with the reason for its importance to an organization.
Topic: Business Process Modeling

33. Explain business process management along with the reason for its importance to an organization.

The latest area to discover the power of technology in automating and reengineering business process is business process management. Business process management (BPM) integrates all of an organization's business process to make individual processes more efficient. BPM can be used to solve a single glitch or to create one unifying system to consolidate a myriad of processes. Many organizations are unhappy with their current mix of software applications and dealing with business processes that are subject to constant change. These organizations are turning to BPM systems that can flexibly automate their processes and glue their enterprise applications together.

Blooms: Remember
Difficulty: 3 Hard
Learning Objective: B2-04 Explain business process management along with the reason for its importance to an organization.
Topic: Business Process Modeling

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank

Copyright © 2018 McGraw-Hill Education. All rights reserved. No reproduction or distribution without the prior written consent of McGraw-Hill Education.

Business Driven Technology 7th edition Baltzan Test Bank