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Question No. 1

Which of the four dimensions focuses on managing data in compliance with industry regulations?

- **A.** Partners and suppliers
- **B.** Organizations and people
- **C.** Value streams and processes
- **D.** Information and technology

Answer: D

Question No. 2

When using the 'continual improvement model, which information should be produced by an organization to understand where the organization is now?

- **A.** Business objectives
- **B.** Improvement plans
- **C.** Assessment results
- **D.** Measureable Targets

Answer: C

Question No. 3

What should remain constant within an organization, even when the organization's objectives change?

- **A.** Outputs
- **B.** Guiding principles
- **C.** Service offerings
- **D.** Outcomes

Answer: B

Question No. 4

Which is a key element of the 'think and work holistically' guiding principle?

- **A.** Assessing which procedures can be re-used when improving a service
- **B.** Understanding the methods applicable to complex systems
- **C.** Eliminating metrics which do not contribute to achieving an objective
- **D.** Using technology for standard tasks to give people time for complex activities

Answer: B

Question No. 5

Which is the FIRST thing to consider when focusing on value?

- **A.** Identifying the service customer who will receive value
- **B.** Defining customer experience and user experience
- **C.** Understanding what is valuable to the service consumer
- **D.** Ensuring value is co-created by improvement initiatives.

Answer: A

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