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**Question: 1**

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Six Sigma strives to have a process operate at 99% efficiency.

- A. True
- B. False

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**Answer: B**

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**Question: 2**

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Business activity monitoring is a method to measure the health and performance of your process.

- A. True
- B. False

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**Answer: A**

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**Question: 3**

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Why is it important to manage an organization's processes?

- A. To increase productivity
- B. To decrease costs
- C. To increase efficiency
- D. All of the above
- E. None of the above

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**Answer: D**

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**Question: 4**

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Business process management (BPM) is a variety of tools and techniques used to support and manage the design, implementation, and improvement of operational procedures within an organization.

- A. True
- B. False

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**Answer: A**

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**Question: 5**

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As long as you have a vision of where your company should be, you will be successful. Sharing this vision is not important.

- A. True
- B. False

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**Answer: B**

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