

Latest Version: 6.0

Question: 1

The value of benchmarking is the step of:

- A. Finding a sponsor
- B. Collecting the data
- C. Calculating Parity/Advantage/Superior
- D. Analyzing the results/gaps

Answer: D

Question: 2

A sample size of 5 in a benchmark is:

- A. Not desired
- B. More than sufficient
- C. Standard in the industry
- D. Totally useless

Answer: A

Question: 3

The highest goal bracket in SCOR is:

- A. Top 10 percentile
- B. Best-in-Class
- C. Parity
- D. One's best competitor

Answer: A

Question: 4

Percentiles recommended in SCOR are:

- A. Parity: 50, Advantage: 70, Superior: 90
- B. Parity: 50, Advantage: 25, Superior: 10
- C. Parity: 0, Advantage: 45, Superior: 90
- D. SCOR does not recommend percentiles

Answer: A

Question: 5

SCORcard does not include:

- A. Financial metrics
- B. Operational Excellence metrics
- C. Employee Development metrics
- D. Customer Satisfaction metrics

Answer: C

Question: 6

A balanced scorecard does not include:

- A. Employee Development metrics
- B. Operational Excellence metrics
- C. Customer Satisfaction metrics
- D. Innovation metrics

Answer: D

Question: 7

A level-3 metric is best described as:

- A. A diagnostic for a level-2 metric
- B. A metric linked to a level-3 process
- C. A metric linked to level-3 management
- D. A metric linked to an Enable process

Answer: A

Question: 8

Value-At-Risk is a level-1 metric for:

- A. Reliability
- B. Agility
- C. Cost
- D. Asset Management Efficiency

Answer: B

Question: 9

The value of inventory is most likely:

- A. A GRC, Inventory and Overhead cost
- B. A Planning Cost
- C. A Fulfillment Cost
- D. Not a Cost metric

Answer: D

Question: 10

Sales commissions are most likely part of:

- A. Overhead costs
- B. Order Management Cost
- C. Planning Cost
- D. Not included in SCOR cost metrics

Answer: D