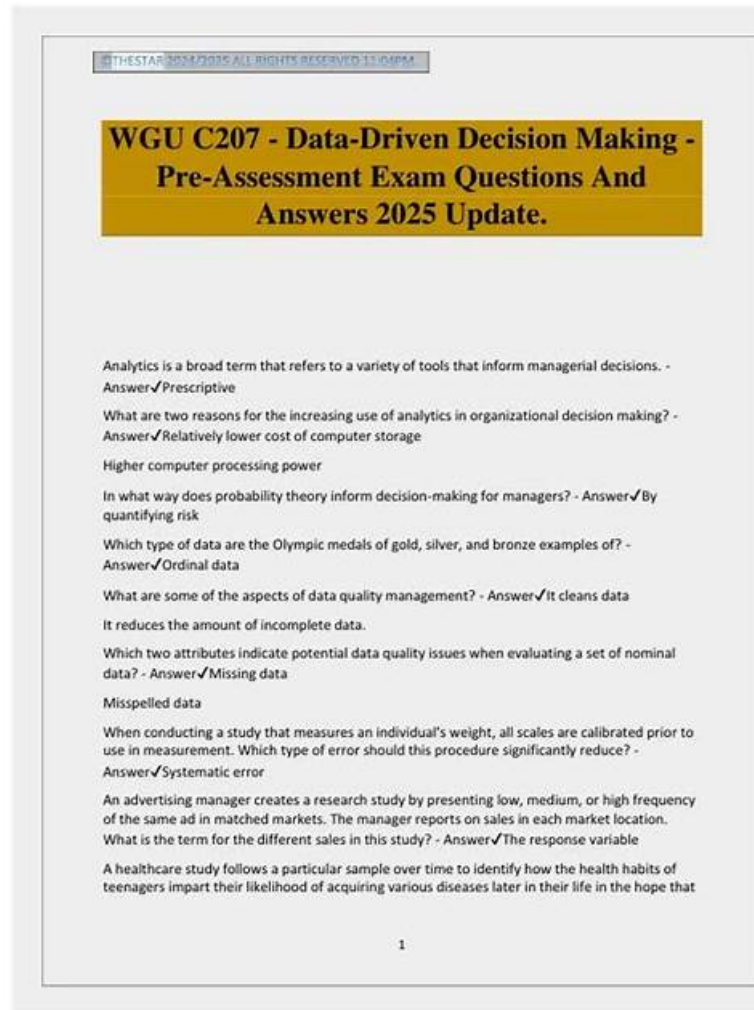


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WGU VPC2Data-Driven Decision MakingC207 Sample Questions (Q39-Q44):

NEW QUESTION # 39

Which performance metric simultaneously accounts for financial, customer, internal process, and learning metrics?

- **A. Balanced scorecard**
- B. Income statement
- C. Customer complaint report
- D. Balance sheet

Answer: A

Explanation:

The balanced scorecard (BSC) is a performance management framework that simultaneously accounts for financial, customer, internal process, and learning and growth metrics. In data-driven decision making, the balanced scorecard provides a holistic view of organizational performance rather than focusing on a single dimension of success.

Financial metrics assess profitability and sustainability, customer metrics evaluate satisfaction and loyalty, internal process metrics examine operational efficiency, and learning and growth metrics focus on employee development and innovation. By integrating these perspectives, the balanced scorecard ensures alignment between day-to-day operations and long-term strategic goals.

Customer complaint reports, income statements, and balance sheets each address only one aspect of performance. They do not provide the multi-dimensional insight necessary for strategic decision-making. Therefore, the correct answer is A, balanced scorecard.

NEW QUESTION # 40

What happens when an organization focuses on customers?

- **A. It leads to an increase in revenue and market share.**
- B. It decreases costs for the organization and its suppliers.
- C. It ensures consistency and efficiency among organization-wide activities.
- D. It reduces bias and fosters trust in decisions and plans.

Answer: A

Explanation:

A strong customer focus leads to increased revenue and market share, which is a key principle in data-driven decision making and quality management. Organizations that prioritize customer needs are better positioned to deliver value, improve satisfaction, and build long-term relationships.

By understanding customer preferences, behavior, and feedback through analytics, organizations can tailor products and services more effectively. This alignment increases customer loyalty, repeat business, and positive word-of-mouth, all of which contribute to revenue growth and competitive advantage.

While focusing on customers may also improve efficiency, reduce bias, or lower costs, these outcomes are secondary benefits rather than the primary result. The most direct and measurable impact of customer focus is improved financial performance.

Therefore, the correct answer is C, as customer-focused organizations tend to experience higher revenue and expanded market share.

NEW QUESTION # 41

Which tool should be used to closely monitor inputs and outputs?

- A. Business process diagram
- B. Individual pro forma statements
- **C. SIPOC diagram**
- D. Joint financial statements

Answer: C

Explanation:

ASIPOC diagram(Suppliers, Inputs, Process, Outputs, Customers) is specifically designed to closely monitor and understand the flow of inputs and outputs within a process. In data-driven decision making and quality management, SIPOC diagrams provide a high-level view of how value is created and delivered.

By clearly identifying suppliers and inputs at the start of a process and outputs and customers at the end, organizations can assess whether inputs meet requirements and whether outputs align with customer expectations. This visibility helps identify inefficiencies, gaps, or quality issues early in the process lifecycle.

Business process diagrams focus on workflow steps but do not emphasize supplier-input and output- customer relationships.

Financial statements and pro forma statements are financial planning tools and are not designed for operational process monitoring. Therefore, the correct answer is C, SIPOC diagram.

NEW QUESTION # 42

A sample of 1,020 people was asked how many minutes they exercise on a typical day. The data were plotted and determined to be skewed left with a mean of 44.75 minutes.

Which boxplot correctly graphs this data?

- A. Option D
- **B. Option B**
- C. Option A
- D. Option C

Answer: B

NEW QUESTION # 43

What is a disadvantage of using a balanced scorecard?

- A. It is expensive to implement effectively within an organization's operations.
- **B. It requires time and effort to develop a meaningful template.**
- C. It does not link operations with company strategy.
- D. It does not include a mix of financial and nonfinancial performance measures.

Answer: B

Explanation:

A key disadvantage of using a balanced scorecard is that it requires significant time and effort to develop a meaningful and effective template. In data-driven decision making, the value of a balanced scorecard depends on careful selection of performance measures that align with organizational strategy.

Developing a balanced scorecard involves defining strategic objectives, selecting appropriate metrics, setting targets, and ensuring data availability. This process can be resource-intensive, especially in large or complex organizations. However, once implemented, the balanced scorecard offers substantial long-term benefits.

The other options are incorrect because the balanced scorecard explicitly includes both financial and nonfinancial measures and is designed to link operations with strategy. While implementation may involve some cost, expense alone is not typically cited as its primary disadvantage.

Therefore, the correct answer is A.

NEW QUESTION # 44

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