

Data-Driven-Decision-Making通過考試，Data-Driven-Decision-Making認證指南



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>> Data-Driven-Decision-Making通過考試 <<

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問題 #54

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

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

答案： B

解題說明：

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.

問題 #55

The U.S. Postal Service wants to know if local first-class mail is being delivered within two days of postmark.

Which key performance indicator (KPI) should the Postal Service use?

- A. Customer satisfaction
- B. **On-time performance**
- C. Employee morale index
- D. Incentive performance rate

答案： B

解題說明：

On-time performance is the most appropriate KPI for measuring whether mail is delivered within a specified timeframe. In data-driven decision making, KPIs must align directly with operational objectives.

The Postal Service's goal is to assess delivery timeliness. On-time performance measures the percentage of mail delivered within the expected service standard, making it a direct and objective indicator.

Customer satisfaction and employee morale provide valuable insights but do not directly measure delivery speed. Incentive performance rate is unrelated to delivery outcomes.

Therefore, the correct answer is C, on-time performance.

問題 #56

A nonprofit organization is asking for donations. It hopes to design an email campaign that will ensure it receives at least \$50,000.

The campaign will reach 10,000 donors and receive donations with a mean of \$10 and a standard deviation of \$5.

Which measure should be used to determine the probability of the campaign receiving \$50,000?

- A. Median
- B. R-squared
- C. **Z-score**
- D. T-statistic

答案： C

解題說明：

To determine the probability of achieving a specific monetary threshold, data-driven decision making relies on standardization using the z-score. A z-score measures how many standard deviations a value is from the mean and allows analysts to calculate probabilities using the normal distribution.

In this scenario, the nonprofit wants to assess the likelihood that total donations will reach at least \$50,000 given a known mean and standard deviation. The z-score enables conversion of the donation target into a standardized value, which can then be evaluated using probability tables or statistical software.

R-squared measures model fit in regression, the t-statistic is used in hypothesis testing, and the median does not support probability calculations. Therefore, the appropriate measure for determining probability in this context is the z-score, making option C correct.

問題 #57

What is the 80/20 rule associated with a Pareto chart?

- A. Twenty percent of quality management problems can be explained by the other 80% of the problems.
- B. Eighty percent of quality management problems can be explained by the other 20% of the problems.

- C. Eighty percent of quality management problems result from 20% of causes.
- D. Twenty percent of quality management problems result from 80% of causes.

答案: C

解題說明:

The 80/20 rule, or Pareto principle, states that 80% of problems result from 20% of causes. In data-driven decision making, this concept helps organizations prioritize efforts where they will have the greatest impact.

Pareto charts visually demonstrate this principle by showing that a small number of factors contribute disproportionately to overall problems. By addressing these critical few causes, organizations can achieve significant improvements with focused effort. Therefore, the correct answer is D.

問題 #58

How does a balanced scorecard (BSC) differ from a key performance indicator (KPI)?

- A. A BSC aligns with just one aspect of an organization's success, whereas a KPI allows managers to simultaneously view performance in several areas.
- B. A BSC and a KPI are identical except that a BSC is a measurement of metrics over time, and a KPI is a snapshot of success at one point in time.
- C. A BSC and a KPI are identical except that a BSC is used in business settings, and a KPI is used exclusively by governmental agencies.
- D. A KPI aligns with just one aspect of an organization's success, whereas a BSC allows managers to view performance in several areas.

答案: D

解題說明:

A key performance indicator (KPI) measures performance in a single critical area, such as revenue growth or customer satisfaction. In contrast, a balanced scorecard (BSC) provides a multi-dimensional view of organizational performance, typically across financial, customer, internal process, and learning perspectives.

Data-driven decision making emphasizes that relying on a single metric can lead to incomplete or biased conclusions. The BSC addresses this by integrating multiple KPIs into a cohesive framework aligned with strategic objectives.

Therefore, option A correctly explains the distinction between a KPI and a BSC.

問題 #59

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