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BCS Foundation Certificate in Business Analysis V4.0 Sample Questions (Q62-Q67):

NEW QUESTION # 62

The management of a chain of hotels has decided that one of its critical success factors (CSF) is to 'provide excellent customer service' The below measures have been suggested.

Which THREE of these are appropriate key performance indicators (KPIs) for the CSF 'provide excellent customer service'?

- A. The number of customers who make use of their in-room mini bar
- B. The number of customers who complain.
- C. The percentage of customers who join the hotel loyalty scheme
- D. The percentage of customers who use the leisure facilities
- E. The percentage of customers who return

Answer: B,C,E

Explanation:

To determine which measures are appropriate Key Performance Indicators (KPIs) for the Critical Success Factor (CSF) "provide excellent customer service," we must first understand the relationship between CSFs and KPIs:

Critical Success Factors (CSFs): These are the essential areas or activities that an organization must excel at to achieve its goals. In this case, "provide excellent customer service" is a CSF.

Key Performance Indicators (KPIs): These are measurable metrics used to evaluate progress toward achieving a CSF. KPIs should directly align with the CSF and provide actionable insights.

Now, let's evaluate each option to determine whether it is an appropriate KPI for the CSF "provide excellent customer service":

A . The number of customers who make use of their in-room mini bar

This measure tracks customer behavior related to a specific hotel amenity (the mini bar). While it may indicate customer satisfaction with the room's offerings, it does not directly measure the quality of customer service.

Conclusion: This is not an appropriate KPI for the CSF "provide excellent customer service." B . The percentage of customers who use the leisure facilities This measure tracks how many customers utilize the hotel's leisure facilities (e.g., gym, pool, spa). While it may reflect customer engagement with the hotel's amenities, it does not directly assess the quality of customer service.

Conclusion: This is not an appropriate KPI for the CSF "provide excellent customer service." C . The number of customers who complain Customer complaints are a direct indicator of dissatisfaction and can highlight areas where customer service needs improvement. A high number of complaints suggests poor customer service, while a low number indicates better service quality. This measure is closely aligned with the CSF "provide excellent customer service" because it provides actionable feedback on service performance.

Conclusion: This is an appropriate KPI for the CSF.

D . The percentage of customers who join the hotel loyalty scheme

Customers are more likely to join a loyalty scheme if they have had a positive experience with the hotel, including excellent customer service. This measure reflects customer satisfaction and loyalty, which are outcomes of good service.

Conclusion: This is an appropriate KPI for the CSF.

E . The percentage of customers who return

Repeat customers are a strong indicator of customer satisfaction and loyalty, which are directly influenced by the quality of customer service. If customers return to the hotel, it suggests they were satisfied with their previous experience, including the service they received.

Conclusion: This is an appropriate KPI for the CSF.

NEW QUESTION # 63

What stage of the V model provides the test criteria for user acceptance testing?

- A. The business needs.
- B. The developed solution.
- C. The designed solution
- D. The requirements.

Answer: D

NEW QUESTION # 64

What stage immediately precedes testing in the waterfall lifecycle?

- **A. Development.**
- B. Analysis.
- C. Implementation.
- D. Design.

Answer: A

NEW QUESTION # 65

One of the stages of the Business Activity Process Model is 'Consider the perspectives'.

Which of the following would be particularly relevant in this stage?

- A. Cost Benefit Analysis
- **B. Business Activity Modelling**
- C. PESTLE analysis.
- D. Requirements Modelling.

Answer: B

NEW QUESTION # 66

Which of the following would you describe about each stakeholder?

- A. Owner.
- B. Justification.
- **C. Attitude.**
- D. Resolution.

Answer: C

NEW QUESTION # 67

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