



✓ **Congratulations! You passed!**
TO PASS 80% or higher

Keep Learning

GRADE
100%

Operations and Performance Goals Assessment

LATEST SUBMISSION GRADE

100%

1. Using information provided in the Assessment Scenario Reading, what KPIs are aligned with Customer Service?

1 / 1 point

- ☐ Net Profit
- ☒ Customer satisfaction Score (CSAT)

✓ **Correct**
Correct! CSAT is a way to measure how satisfied a customer is with a good or service.

- ☐ Number of new customers
- ☒ Net Promoter Score (NPS)

✓ **Correct**
Correct! NPS is a measure of how likely someone is to suggest your company to a close friend or relative.

2. Using information provided in the Assessment Scenario Reading, what KPIs that are included here should not be measured based on the three objectives?

1 / 1 point

- ☐ Customer Satisfaction Score (CSAT)
- ☐ Net Profit
- ☐ Number of new customers
- ☒ Payment error rate

✓ **Correct**
Correct! This is not a KPI targeted at any of the objectives listed.

3. Using information provided in the Assessment Scenario Reading, what KPI options align well with the given objectives?

1 / 1 point

- ☐ New customers, Employee engagement, Net Promoter Score, Payment error rate
- ☐ Net profit, New customers, Profit margin, Net Promoter Score
- ☐ New customers, Profit margin, Employee engagement, Payment error rate
- ☒ Net profit, New customers, Profit margin, Employee engagement

✓ **Correct**
Correct! These KPIs align with the given objectives.

4. What problems might arise if performance goals and measures are not aligned?

1 / 1 point

- ☒ Lost opportunities

✓ **Correct**
Correct! There are other correct answers.

- ☒ Unfavorable business performance

✓ **Correct**
Correct! There are other correct answers.

- ☒ Wasted resources

✓ **Correct**
Correct! There are other correct answers.

☒ Measuring the wrong thing.

✓ **Correct**
Correct! There are other correct answers.

5. Successfully focusing and aligning activities around business needs involves:

1 / 1 point

☒ Gathering input from all levels of the organization.

✓ **Correct**
Correct! There are other correct answers.

☒ Identifying a small set of important objectives.

✓ **Correct**
Correct! There are other correct answers.

☐ Evaluating in detail every possible objective.

☒ Ensuring that every objective has at least KPI associated with it, and that every KPI is associated with an objective.

✓ **Correct**
Correct! Objectives without KPIs are likely to be ignored and may be difficult or impossible to track.