

# KPI Professional (Questions)

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السؤال 1:

Which kpi is suitable for balancing “Hotel Occupancy”?

الخيارات:

- A. Available capacity
- B. Retained customers
- C. Occupancy at full rate
- D. Revenue per available capacity unit

الإجابة: D

التعليق: Because it reflects both usage and financial efficiency of the hotel’s available space.

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السؤال 2:

Which of the following statements is a qualitative KPI?

الخيارات:

- A. % Customer satisfaction
- B. % Error rate
- C. # Service quality rating
- D. There is no such thing as qualitative KPI

الإجابة: A

التعليق: Because satisfaction is subjective and based on perception, not hard numbers.

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السؤال 3

Fill in the blank word: Tunnel behavior means looking after the achievement of own targets,.....consideration of the implications for other areas in the organization

الخيارات:

A. For

B. In

C. With

D. Without

الإجابة: D

التعليل: Because tunnel behavior implies ignoring the broader organizational impact.

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السؤال 4

Fill in the blank word: A measurable expression for the achievement of a desired level of results in an area relevant to the evaluated.....'s activity.

الخيارات:

A. Company

B. Entity

C. Organization

D. Team

الإجابة: C

التعليل: Because KPIs are typically linked to overall organizational performance.

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السؤال 5

Objectives should start with.....

الخيارات:

A. Adjectives

B. Nouns

C. Value drivers

D. Action Verbs

الإجابة: D

التعليق: Because objectives should describe what needs to be done, not just labels.

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السؤال 6

Which KPI should be used to balance “# New customers?

الخيارات:

A. % Profitable customers

B. Increase market share to 20% by the end of the year

C. # Time to process orders

D. % Customer complaints due to poor service or product quality

الإجابة: A

التعليق: Because quantity alone isn't enough — we need to ensure new customers bring value.

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السؤال 7

Which KPI Should be used to balance '# Innovation ideas expressed by staff'?

الخيارات:

- A. # Innovation ideas expressed by customers
- B. % Innovation ideas implemented
- C. # Innovation ideas per staff member
- D. Implement 2 new innovation ideas by the end of the quarter

الإجابة: B

التعليق: Because it's not about how many are suggested, it's about how many are executed.

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السؤال 8

Initiatives should start with.....

الخيارات:

- A. KPI
- B. Nouns
- C. Value drivers
- D. Action verbs

الإجابة: D

التعليق: Because they define what action is being taken, which drives execution.

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السؤال 9

Which KPI is suitable for balancing '\$ Net profit'?

الخيارات:

- A. Improve profitability
- B. \$ Cash flow
- C. % Budget variance
- D. None of the above

الإجابة: A

التعليق: Because net profit directly reflects the level of profitability in financial results.

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السؤال 10:

Which of the following statements is an initiative?

الخيارات:

- A. % Processes optimized
- B. CRM System implementation project
- C. Reduce operational cost
- D. None of the above

الإجابة: B

التعليق: Because it's a concrete action/project initiated to bring about improvement.

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السؤال 11:

: The relevant sources to be analyzed in order to set targets are:

الخيارات:

- A. Historical data
- B. External benchmarking
- C. Market analysis
- D. All of the above

الإجابة: D

التعليق: Because all sources provide comprehensive insight needed for setting accurate targets.

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السؤال 12:

: Which of the following KPIs is the most suitable to select for measuring the following objective: "Increase profitability"?

الخيارات:

- A. Revenue
- B. Cost
- C. Net profit
- D. Annual budget

الإجابة: C

التعليق: Net profit directly reflects the financial outcome of profitability.

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السؤال 13:

: Who is responsible for monitoring the achievement of KPI targets?

الخيارات:

- A. Data Custodian
- B. KPI Owner
- C. Report Generator
- D. Strategy/Performance Manager

الإجابة: B

التعليق: KPI Owner is accountable for tracking and managing KPI results.

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السؤال 14:

: How often would you recommend collecting data and reporting on “% Employee engagement”?

الخيارات:

- A. Daily
- B. Weekly
- C. Monthly
- D. Biannually

الإجابة: C

التعليق: Monthly reporting allows for regular assessment without overwhelming data volume.

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السؤال 15:

: Which of the following is an efficiency KPI?

الخيارات:

- A. # Production output
- B. \$ Costs per delivered order
- C. % Employee satisfaction
- D. None of the above

الإجابة: B

التعليق: Cost per delivered order is a direct measure of operational efficiency.

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السؤال 16:

: Which of the following statements is true?

الخيارات:

- A. Cascading objectives from organizational to departmental level can only happen by using the same objectives at the lower level
- B. Cascading objectives to lower levels can happen by using the same objectives and by identifying specific objectives that can support those corporate objectives
- C. Cascading stops at team level, there is no relevancy to cascade down to individual level
- D. None of the above

الإجابة: B

التعليق: Effective cascading includes aligning and customizing objectives at different levels.

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السؤال 17:

: How often should KPIs be reported on?

الخيارات:

- A. Live
- B. Monthly
- C. Quarterly
- D. Depends on the nature of the report

الإجابة: D

التعليق: Reporting frequency depends on the KPI's purpose and impact.

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السؤال 18:

: How often should KPIs be modified?

الخيارات:

- A. As often as required by strategy / operational changes
- B. Once a month
- C. Once a quarter
- D. Once a year

الإجابة: A

التعليق: KPIs should reflect current strategies and adapt when those change.

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السؤال 19:

: In which stage of the Value Flow Analysis should “% Customer satisfaction” be monitored?

الخيارات:

- A. Input
- B. Process
- C. Output
- D. Outcome

الإجابة: D

التعليق: Customer satisfaction is a result and thus belongs to the outcome stage.

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السؤال 20:

: As part of the Value Flow Analysis the Process KPIs reflect?

الخيارات:

- A. Transformation characteristics
- B. Resource allocation
- C. The impact of outputs generated
- D. All of the above

الإجابة: D

التعليق: Process KPIs monitor multiple aspects of performance during transformation.

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السؤال 21:

: Who is responsible for providing KPI data for report generation?

الخيارات:

- A. KPI Owner
- B. Data Custodian
- C. Report Generator
- D. Strategy/Performance Manager

الإجابة: B

التعليق: Data custodians are typically responsible for maintaining and supplying accurate data.

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السؤال 22:

: Which of the following statements doesn't represent a KPI reporting data source?

الخيارات:

- A. Surveys
- B. Operational reports
- C. Enterprise Resource Planning software
- D. Competitor annual reports

الإجابة: D

التعليق: Competitor reports are external references, not direct sources of internal KPI data.

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السؤال 23:

: Which of the following design features for graphs should be avoided?

الخيارات:

- A. Light grid bars
- B. Representing the individual value of each bar in a bar chart
- C. Use of limited number of colors
- D. 3D

الإجابة: D

3: التعليق D graphs can distort perception and make data interpretation difficult.

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السؤال 24:

: Which of the following statements is a technique used for KPI data gathering?

الخيارات:

- A. Data Custodian
- B. KPI documentation form
- C. Data gathering process map
- D. Sending reminder email

الإجابة: C

التعليق: A process map is a structured technique used to understand and document how data is collected.

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السؤال 25:

: Which of the following design features for graphs should be used?

الخيارات:

- A. Dark backgrounds
- B. Strong grid bars
- C. Overlapping different types of graphs one on top of the other
- D. Listing the name and legend of the graph

الإجابة: D

التعليق: Clear legends and titles improve understanding and interpretation of graphs.

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السؤال 26:

: In which stage of the Value Flow Analysis should “# Time to complete order” be monitored?

الخيارات:

- A. Input
- B. Process
- C. Output
- D. Outcome

الإجابة: B

التعليق: “Time to complete order” is monitored during the process phase of operations.

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السؤال 27: Which of the statements below represents a stage of the Value Flow Analysis?

الخيارات:

- A. Efficiency
- B. Effectiveness
- C. Output
- D. All of the above

الإجابة: D

التعليق: All mentioned elements are core stages in value flow assessment.

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السؤال 28:

: In which stage of the Value Flow Analysis should “% Returning customers” be monitored?

الخيارات:

- A. Input
- B. Process
- C. Outcome
- D. Output

الإجابة: C

التعليق: Returning customers reflect the success or outcome of service delivery.

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السؤال 29:

: Which of the following statements is considered to be a KPI activation tool?

الخيارات:

- A. Performance Healthogram
- B. Heinrich's Pyramid
- C. Data gathering process map
- D. Ishikawa diagram

الإجابة: A

التعليق: KPI activation tools like Healthograms help visualize readiness and alignment for implementation.

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السؤال 30: Which metrics are used for calculating "% Capacity utilized"?

الخيارات:

A = # Capacity utilized; B = # Capacity needed

B = # Capacity planned; B = # Capacity

C = # Capacity utilized; B = # Capacity available

D = % Capacity utilized

الإجابة: C

التعليق: Because utilization is calculated as actual capacity used over available capacity.

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السؤال 30: What is the calculation formula for "% On-time arrivals"?

الخيارات:

A-  $(A/B)*100$ , where A = # On-time arrivals and B = # Arrivals

B-  $[(B-A)/B]*100$ , where A = # On-time arrivals and B = # Arrivals

C-  $(A_1 + A_2 + \dots A_n)/n$ , where A = # Trip completion time (in days) and n = # Trips completed

D- None of the above

الإجابة: A

التعليق: Because it expresses the percentage of on-time arrivals relative to all arrivals.

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السؤال 31: Which of the following design features for graphs should be avoided?

الخيارات:

- A- Light grid bars
- B- Representing the individual value of each bar in a bar chart
- C- Use of limited number of colors
- D- 3D

الإجابة: D

التعليق: 3D graphs can distort the data and make it harder to interpret accurately.

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السؤال 32: Which of the following design features for graphs should be used?

الخيارات:

- A- Dark backgrounds
- B- Strong grid bars
- C- Over-lapping different types of graphs one on top of the other
- D- Listing the name and legend of the graph

الإجابة: D

التعليق: Legends and titles help users understand the graph easily and correctly.

السؤال 33: Which of the following statements is a technique used for KPI data gathering?

الخيارات:

- A- Data custodian
- B- KPI documentation form
- C- Data gathering process map
- D- Sending reminder email

الإجابة: C

التعليق: A data gathering process map visually organizes how data is collected.

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السؤال 34: Which purpose would you choose to justify the selection of "% Processes optimized" as a KPI?

الخيارات:

A- To monitor process implementation

B- To monitor the advances made in the maturing process management as a capability

C- To evaluate processes

D- To measure processes

الإجابة: B

التعليق: Because optimization reflects maturity in process capability and management.

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السؤال 35: Which is the definition of "% Hospital bed occupancy rate"?

الخيارات:

A- Maximizes the occupancy of hospital beds

B- Calculates how many hospitals are occupied

C- Measures the percentage of beds in the hospital that are occupied by patients, from the overall number of hospital beds

D- None of the above

الإجابة: C

التعليق: This KPI quantifies the efficiency of bed utilization in hospitals.

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السؤال 36: Which of the following statements are secondary research sources as part of the KPI selection process?

الخيارات:

A- Front-line employees input

B- Supplier focus groups

C- Annual reports of competitors

D- None of the above

الإجابة: C

التعليق: Annual competitor reports are secondary sources used to benchmark or inform KPI selection.

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السؤال 37: Which type of graph is ideal for trend analysis?

الخيارات:

A- Spaghetti charts

B- Line charts

C- Scatter graphs

D- Bullet graphs

الإجابة: B

التعليق: Line charts best visualize data patterns over time, ideal for trends.

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السؤال 38: Which of the following types of graphs are recommended for visualizing performance results?

الخيارات:

A- Pie charts

B- 3D graphs

C- Spaghetti charts

D- Bar charts

الإجابة: D

التعليق: Bar charts provide clear comparison and are effective in performance visualization.

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السؤال 39: Which of the following statements is a leading KPI for "% Customer satisfaction"?

A. % Profitable customers

B. # Orders processed per hour

C. \$ Retained earnings

D. None of above

الإجابة: B

التعليق: Because the number of orders processed per hour reflects operational performance that impacts customer satisfaction.

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السؤال 40. Which of the following statements is a KPI used by a facility maintenance team?

- A. Develop a succession plan within 2 months
- B. Safety
- C. # Air purity in the production area
- D. None of the above

الإجابة: C

التعليق: Air purity in the production area is a measurable metric for maintenance performance and environment quality.

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السؤال 41. Which of the following stakeholders should be involved in the KPI selection for a Service Level Agreement?

- A. General public
- B. Suppliers
- C. Competitors
- D. None of the above

الإجابة: B

التعليق: Suppliers are directly involved in SLA delivery and should be considered when selecting relevant KPIs.

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السؤال 42. Which of the following words is not a KPI lifecycle phase?

- A. Selection
- B. Documentation
- C. Notification
- D. Activation

الإجابة: C

التعليق: 'Notification' is not a standard phase in the KPI lifecycle, unlike selection, documentation, and activation.

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السؤال 43. Which value driver will influence the "# Service quality index"?

- A. % Staff trained
- B. # Backlog orders
- C. # Orders processed per day
- D. None of the above

الإجابة: A

التعليق: Staff training enhances service delivery quality, which directly influences service quality index.

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السؤال 44. Which of the following statements is considered one of the most important fields used for KPI documentation from the perspective of importance to pursue performance results analysis?

- A. Cost of data gathering
- B. Target
- C. Purpose
- D. Benchmarking data

الإجابة: C

التعليق: Because the purpose provides the context and intent of the KPI, guiding analysis and interpretation.

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السؤال 45. Which of the following statements is a very important KPI selection criterion?

- A. Relevant
- B. Incentivized
- C. Easy to measure
- D. All of the above

الإجابة: D

التعليق: All of the listed criteria help ensure the KPI is appropriate, motivating, and measurable.

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السؤال 46. Which of the following KPIs will influence "# Service backlog"?

- A. \$ Revenue
- B. Productivity
- C. # Service lead time
- D. % Service complaints that were responded to

الإجابة: C

التعليق: Service lead time directly impacts how quickly requests are processed, influencing backlog.

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السؤال 47. Which of the following phrases can convert into a KPI the statement: "Customers evaluated the service quality as being high"?

- A. Achieve high service quality
- B. Service quality project
- C. # Service quality rating
- D. Quality services

الإجابة: C

التعليق: Only # Service quality rating provides a measurable, numeric KPI based on perception.

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السؤال 48. Which of the following KPIs measures customer advocacy?

- A. % Cross-sell
- B. # Complaints
- C. % Net promoter score
- D. All of the above

الإجابة: D

التعليق: All of the listed KPIs reflect different aspects of customer loyalty and advocacy behavior.

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السؤال-49 Which of the following statements is considered to be a KPI activation tool?

الخيارات:

- a- Performance Healthogram.
- b- Heinrich's Pyramid.
- c- Data gathering process map.
- d- Ishikawa diagram.

الإجابة: a- Performance Healthogram

التعليق: Because it's a visual tool designed to activate KPI discussions and improve performance monitoring.

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السؤال-50 Which of the following statements doesn't represent a KPI reporting data source?

الخيارات:

- a- Surveys.
- b- Operational reports.
- c- Enterprise Resource Planning software.
- d- Competitor annual reports.

الإجابة: d- Competitor annual reports

التعليق: Because competitor data is external and not used for internal KPI reporting.

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السؤال-51 Which of the statements below represents a stage of the Value Flow Analysis?

الخيارات:

- a- Efficiency
- b- Effectiveness
- c- Output
- d- All of the above

الإجابة: d- All of the above

التعليق: Because Efficiency, Effectiveness, and Output are all components evaluated in Value Flow Analysis.

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السؤال-52 In which stage of the Value Flow Analysis should "% Customer satisfaction" be monitored?

الخيارات:

a- Input

b- Process

c- Output

d- Outcome

الإجابة: d- Outcome

التعليق: Because customer satisfaction is a long-term result reflecting overall value delivered.

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السؤال-53 W+A21:K55ho is responsible for providing KPI data for report generation?

الخيارات:

a- KPI owner

b- Data custodian

c- Report generator

d- Strategy/Performance Manager

الإجابة: b- Data custodian

التعليق: Because the data custodian ensures data availability, accuracy, and delivery for reporting.

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السؤال-54 which stage of the Value Flow Analysis should "% Returning customers" be monitored?

الخيارات:

a- Input

b- Process

c- Outcome

d- Output

الإجابة: c- Outcome

التعليق: Because returning customers are a reflection of sustained value and customer loyalty outcomes.

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55 السؤال -The relevant sources to be analyzed in order to set targets are:

الخيارات:

- a- Historical data
- b- External benchmarking
- c- Market analysis
- d- All of the above

الإجابة: d- All of the above

التعليق: Because setting meaningful and realistic targets requires reviewing past performance (historical data) , understanding competitors (benchmarking), and evaluating market conditions (market analysis).

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56 السؤال - As part of the Value Flow Analysis the Process KPIs reflect?

الخيارات:

- a- Transformation characteristics
- b- Resource allocation
- c- The impact of outputs generated
- d- All of the above

الإجابة: a- Transformation characteristics

التعليق: Because Process KPIs are focused on how inputs are converted into outputs, measuring efficiency, timeliness, and quality of the transformation process itself.

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57 السؤال - How often should KPIs be modified?

الخيارات :

- a- As often as required by strategy / operational changes
- b- Once a month
- c- Once a quarter
- d- Once a year

الإجابة: a- As often as required by strategy / operational changes

التعليق: Because KPIs must stay aligned with strategic and operational priorities, and should be adjusted whenever these priorities shift — not on a fixed time schedule.

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السؤال 58:

the relevant sources to be analyzed in order to set targets:

الخيارات:

- a- Historical data
- b- External benchmarking
- c- Market analysis
- d- All of the above

الإجابة: D

التعليق: Because setting realistic targets requires a comprehensive view, including historical trends, competitive benchmarking, and market conditions.

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السؤال 59:

How often should KPIs be reported on?

الخيارات:

- a- Live
- b- Monthly
- c- Quarterly
- d- Depends on the nature of the report

الإجابة: D

التعليق: Because the reporting frequency depends on the type and criticality of the KPI.

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السؤال 60:

Which of the following phrases can convert into a KPI the statement: "Customers evaluated the service quality as being high"?

الخيارات:

- a- Achieve high service quality
- b- Service quality project
- c- # Service quality rating
- d- Quality services

الإجابة: C

التعليل: Because it provides a measurable and trackable metric for evaluating service quality.

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السؤال 61:

Which of the following statements is a leading KPI for "% Customer satisfaction"?

الخيارات:

- a- % Profitable customers
- b- # Orders processed per hour
- c- \$ Retained earnings
- d- None of above

الإجابة: B

التعليل: Because processing speed is a leading indicator that affects customer satisfaction.

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السؤال 62:

Which of the following KPIs measures customer advocacy?

الخيارات:

a- % Cross-sell

b- # Complaints

c- % Net promoter score

d- All of the above

الإجابة: D

التعليق: Because all listed metrics reflect different aspects of customer advocacy.

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السؤال 63 - Which of the following statements is true:

a- Cascading objectives from

organizational to departmental

level can only happen by using the

same objectives at the lower level.

b- Cascading objectives to lower

levels can happen by using the

same objectives and by identifying

specific objectives that can support

those corporate objectives.

c- Cascading stops at team level,

there is no relevancy to cascade

down to individual level.

d- None of the above

الإجابة: b

التعليق: Because effective cascading ensures alignment across the organization by adapting higher-level goals into specific, actionable objectives at lower levels, which maintains strategic coherence while allowing flexibility.

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64السؤال - Which value driver will influence the “# Service quality index”?

الخيارات:

- a- % Staff trained
- b- # Backlog orders
- c- # Orders processed per day
- d- None of the above

الإجابة: a- % Staff trained

التعليق: Because staff training directly impacts the quality of service delivered, which reflects in the service quality index.

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65السؤال - Which of the following stakeholders should be involved in the KPI selection for a Service Level Agreement?

الخيارات:

- a- General public
- b- Suppliers
- c- Competitors
- d- None of the above

الإجابة: b- Suppliers

التعليق: Because suppliers are key parties in SLAs and should be involved in setting relevant KPIs.

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66السؤال - Which of the following words is not a KPI lifecycle phase?

الخيارات:

- a- Selection
- b- Documentation
- c- Notification
- d- Activation

الإجابة: c- Notification

التعليق: Because KPI lifecycle stages focus on selection, documentation, and activation, not notification.

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السؤال 67 - Which of the following statements is a very important KPI selection criterion?

الخيارات:

- a- Relevant
- b- Incentivized
- c- Easy to measure
- d- All of the above

الإجابة: d- All of the above

التعليق: Because all these criteria are essential for selecting effective and actionable KPIs.

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السؤال 68 - Which type of graph is ideal for trend analysis?

الخيارات:

- a- Spaghetti charts
- b- Line charts
- c- Scatter graphs
- d- Bullet graphs

الإجابة: b- Line charts

التعليق: Because line charts clearly display time-based data trends.

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السؤال 69 - Which of the following statements is considered one of the most important fields used for KPI documentation from the perspective of importance to pursue performance results analysis?

الخيارات:

- a- Cost of data gathering
- b- Target
- c- Purpose
- d- Benchmarking data

الإجابة: c- Purpose

التعليق: Because the purpose explains why the KPI is being measured and guides performance analysis.

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السؤال 70 - Which purpose would you choose to justify the selection of “% Processes optimized” as a KPI?

الخيارات:

- a- To monitor process implementation
- b- To monitor the advances made in the maturing process management as a capability
- c- To evaluate processes
- d- To measure processes

الإجابة: b- To monitor the advances made in the maturing process management as a capability

التعليق: Because this KPI tracks progress in optimizing and maturing process management.

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السؤال 71 - Which of the following statements is a very important KPI selection criterion?

الخيارات:

- a- Relevant
- b- Incentivized
- c- Easy to measure
- d- All of the above

الإجابة: d- All of the above

التعليق: All are essential qualities for an effective KPI: it must be meaningful (relevant), encourage behavior (incentivized), and practical to track (easy to measure).

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السؤال 72 - Which of the following KPIs will influence “# Service backlog”?

الخيارات:

- a- \$ Revenue
- b- Productivity
- c- # Service lead time
- d- % Service complaints that were responded to

الإجابة: c- # Service lead time

التعليق: A longer lead time typically results in higher backlog, so reducing service lead time helps reduce the backlog.

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السؤال 73 - What is the calculation formula for “% On-time arrivals”?

الخيارات:

- a-  $(A/B)*100$ , where A = # On-time arrivals and B = # Arrivals
- b-  $[(B-A)/B]*100$ , where A = # On-time arrivals and B = # Arrivals
- c-  $(A_1 + A_2 + \dots + A_n)/n$ , where A = Trip completion time (in days) and n = # Trips completed
- d- None of the above

الإجابة: a-  $(A/B)*100$ , where A = # On-time arrivals and B = # Arrivals

التعليق: This formula represents the percentage of on-time arrivals from the total number of arrivals.

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السؤال 74 - Which is the definition of “% Hospital bed occupancy rate”?

الخيارات:

- a- Maximizes the occupancy of hospital beds
- b- Calculates how many hospitals are occupied
- c- Measures the percentage of beds in the hospital that are occupied by patients, from the overall number of hospital beds
- d- None of the above

الإجابة: c- Measures the percentage of beds in the hospital that are occupied by patients, from the overall number of hospital beds

التعليق: This metric tracks actual usage of hospital beds, which is key for capacity planning and efficiency.

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السؤال 75 - Which of the following statements are secondary research sources as part of the KPI selection process?

الخيارات:

- a- Front-line employees input
- b- Supplier focus groups
- c- Annual reports of competitors
- d- None of the above

الإجابة: c- Annual reports of competitors

التعليق: Because competitor reports are published data and represent a typical secondary research source.

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السؤال 76 - Which metrics are used for calculating “% Capacity utilized”?

الخيارات:

a- A = # Capacity utilized; B = # Capacity needed

b- A = # Capacity planned; B = # Capacity

c- A = # Capacity utilized; B = # Capacity available

d- A = % Capacity utilized

الإجابة: c- A = # Capacity utilized; B = # Capacity available

التعليق: Capacity utilization is typically calculated by dividing the used capacity by the available capacity.

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السؤال 77 - Which of the following design features for graphs should be avoided?

الخيارات:

a- Light grid bars

b- Representing the individual value of each bar in a bar chart.

c- Use of limited number of colors

d- 3D

الإجابة: d- 3D

3: التعليق: D effects can distort perception and readability and are discouraged in data visualization best practices.

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السؤال 78 - Which of the following types of graphs are recommended for visualizing performance results?

الخيارات:

a- Pie charts

b- 3D graphs

c- Spaghetti charts

d- Bar charts

الإجابة: d- Bar charts

التعليق: Bar charts provide a clear comparison of discrete values and are commonly used in KPI reporting.

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