**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

التعليل: 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

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

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

التعليل: 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

التعليل: 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

التعليل: 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

التعليل: 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

التعليل: 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

التعليل: 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  
التعليل: 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  
التعليل: 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  
التعليل: 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  
التعليل: 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  
التعليل: 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  
التعليل: 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  
التعليل: 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  
التعليل: 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  
التعليل: 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  
التعليل: 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  
التعليل: 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  
التعليل: 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  
التعليل: 3D 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  
التعليل: 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  
التعليل: 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  
التعليل: “Time to complete order” is monitored during the process phase of operations.

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  
التعليل: 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  
التعليل: 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  
التعليل: 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

التعليل: 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- (A1 + A2 + ...An)/n, where A = # Trip completion time (in days) and n = # Trips completed

D- None of the above

الإجابة: A

التعليل: 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

التعليل: 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

التعليل: 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

التعليل: 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

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

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السؤال35: 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

التعليل: 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

التعليل: 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

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

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

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

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السؤال39. 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

التعليل: Because the number of orders processed per hour reflects operational performance that impacts customer satisfaction.  
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السؤال40. 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

التعليل: Air purity in the production area is a measurable metric for maintenance performance and environment quality.  
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السؤال41. 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

التعليل: Suppliers are directly involved in SLA delivery and should be considered when selecting relevant KPIs.  
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السؤال42. Which of the following words is not a KPI lifecycle phase?

A. Selection

B. Documentation

C. Notification

D. Activation

الإجابة: C

التعليل: 'Notification' is not a standard phase in the KPI lifecycle, unlike selection, documentation, and activation.  
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السؤال43. 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

التعليل: Staff training enhances service delivery quality, which directly influences service quality index.  
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السؤال44. 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

التعليل: Because the purpose provides the context and intent of the KPI, guiding analysis and interpretation.  
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السؤال45. 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

التعليل: All of the listed criteria help ensure the KPI is appropriate, motivating, and measurable.  
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السؤال46. 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

التعليل: Service lead time directly impacts how quickly requests are processed, influencing backlog.  
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السؤال47. 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

التعليل: Only # Service quality rating provides a measurable, numeric KPI based on perception.  
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السؤال48. Which of the following KPIs measures customer advocacy?

A. % Cross-sell

B. # Complaints

C. % Net promoter score

D. All of the above

الإجابة: D

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

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49-السؤالWhich 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

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

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50-السؤال 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

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

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51-السؤال 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

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

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52-السؤال 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

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

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53-السؤال 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

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

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

الخيارات:

a- Input

b- Process

c- Outcome

d- Output

الإجابة: c- Outcome

التعليل: 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

التعليل: 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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السؤال56- 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

التعليل: 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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السؤال57- 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

التعليل: 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

التعليل: 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

التعليل: 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

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

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سؤال- 63Which 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

التعليل: 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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السؤال64- 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

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

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السؤال65- 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

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

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السؤال66- Which of the following words is not a KPI lifecycle phase?

الخيارات:

a- Selection

b- Documentation

c- Notification

d- Activation

الإجابة: c- Notification

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

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السؤال67- 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

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

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السؤال68- 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

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

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السؤال69- 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

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

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السؤال70- 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

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

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السؤال71- 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

التعليل: 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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السؤال72- 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

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

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السؤال73- 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- (A1 + A2 + ... + An)/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

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

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السؤال74- 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

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

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السؤال75- 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

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

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السؤال76- 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

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

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السؤال77- 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

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

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السؤال78- 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

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

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