



Started on

Saturday, 8 February 2025, 12:10 AM

State

Finished

Completed on

Saturday, 8 February 2025, 12:12 AM

Time taken

2 mins 8 secs

Marks

5.00/5.00

Grade

100.00 out of 100.00

Question 1

1.00/1.00

A metric should be time bound

Select one:

- ☒ True ✓
- ☐ False

The correct answer is 'True'.

Question 2

1.00/1.00

_____ is an important measure of how well an organization meets or exceeds a customer's expectations

Select one:

- ☐ KPIs
- ☐ CRM
- ☐ ERP
- ☒ Customer Satisfaction ✓

The correct answer is: Customer Satisfaction

Question 3

1.00/1.00

Units per hour is an example of what KPI

Select one:

- ☐ Qualitative KPI
- ☒ Quantitative KPI ✓
- ☐ Outcome KPI
- ☐ Lagging KPI

The correct answer is: Quantitative KPI

Question 4

1.00/1.00

_____ is the subject matter area on which reports revolve around.

Select one:



- ☐ Digital Files
- ☒ Content✓
- ☐ Documents
- ☐ Books

The correct answer is: Content

Question 5

1.00/1.00

The most common form of KPI reporting is ____

Select one:

- ☐ CRM
- ☒ Dashboarding✓
- ☐ ERP
- ☐ KPIs

The correct answer is: Dashboarding