

Final Exam - Results



Attempt 1 of 1

Written Feb 21, 2024 8:15 PM - Feb 21, 2024 10:15 PM



Attempt Score **93.6 / 100 - A**

Overall Grade (Highest Attempt) **93.6 / 100 - A**

Question 39

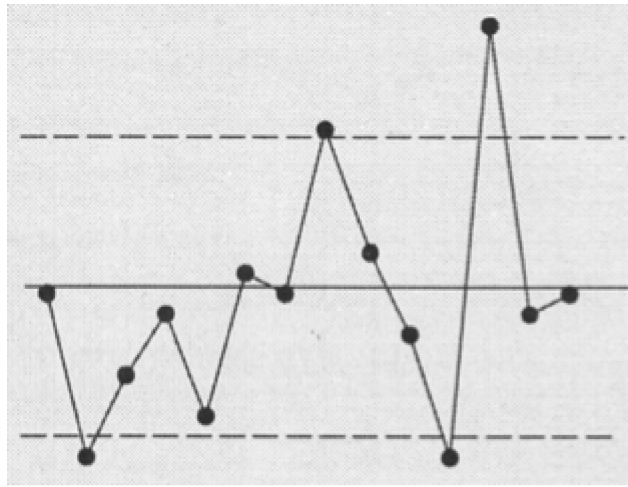
0 / 1.6 points

From the "Moments of Truth: Moments that Matter" video. What are Moments of Truth?

-  ☐ A) All touchpoints/interactions between a customer and a service provider.
- ☐ B) Revelations that customers have regarding their needs and how a service provider can help satisfy these needs.
- ☐ C) The times that customers' evaluate a service and determine whether or not their needs were satisfied.
-  ☐ D) Key interactions that customers have with a service provider that determine the customers' perception of the value proposition.
- ☐ E) The times when customers have the best experience with a service provider.

Question 49

0 / 1.6 points

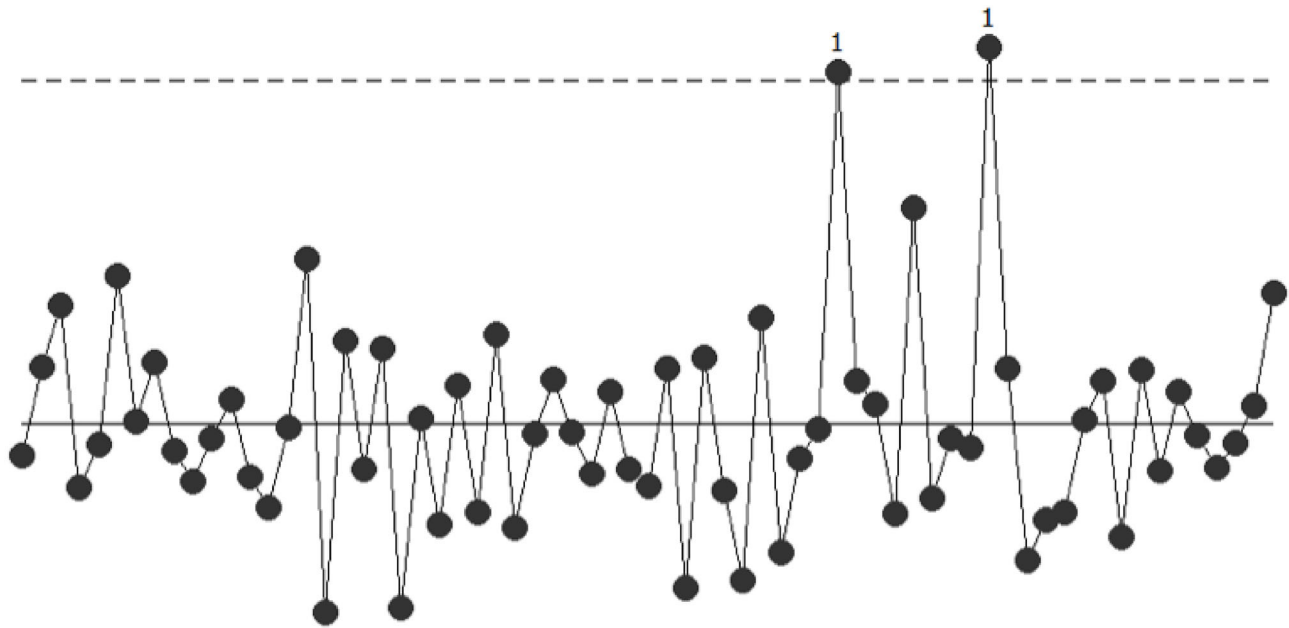


Which is NOT true about exceptional variation:

- ☐ A) A process that displays exceptional variation is changing over time, which makes it difficult to use the past as a reliable guide to the future.
- ➡ ☐ B) A process that displays exceptional variation is predictable.
- ✗ ☐ C) The presence of exceptional variation signals that there is an assignable cause(s) in the process.
- ☐ D) The presence of exceptional variation means that there are a few causes that dominate all the other causes of variation within the process.

Question 50

0 / 1.6 points

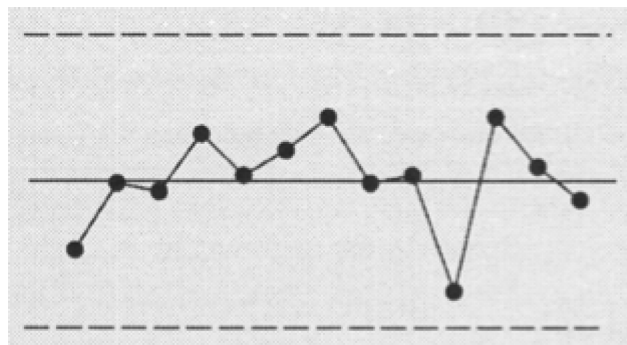


The following process behavior chart:

- ☐ A) Indicates that the process outcomes are aligned with customer needs.
- ☒ B) Displays only routine variation.
- ☒ C) Indicates the presence of assignable causes.
- ☐ D) Indicates that the process is predictable.

Question 54

0 / 1.6 points



Which is NOT true about routine variation:

- ➡ ☐ A) A process that displays only routine variation can be predictable or unpredictable.
- ☐ B) Routine variation is the result of many cause and effect relationships where no cause dominates the others.
- ✗ ☐ C) A process that displays only routine variation is predictable.
- ☐ D) A process that displays only routine variation can only be improved by making fundamental changes in the process.

Done