

SECTION 4 Questions 31–40

Questions 31–34

Choose the correct letter, A, B or C.

Trying to repeat success

- 31** Compared to introducing new business processes, attempts to copy existing processes are
- A** more attractive.
 - B** more frequent.
 - C** more straightforward.
- 32** Most research into the repetition of success in business has
- A** been done outside the United States.
 - B** produced consistent findings.
 - C** related to only a few contexts.
- 33** What does the speaker say about consulting experts?
- A** Too few managers ever do it.
 - B** It can be useful in certain circumstances.
 - C** Experts are sometimes unwilling to give advice.
- 34** An expert's knowledge about a business system may be incomplete because
- A** some details are difficult for workers to explain.
 - B** workers choose not to mention certain details.
 - C** details are sometimes altered by workers.

Test 3

Questions 35–40

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

Setting up systems based on an existing process

Two mistakes

Manager tries to:

- improve on the original process
- create an ideal **35** from the best parts of several processes

Cause of problems

- information was inaccurate
- comparison between the business settings was invalid
- disadvantages were overlooked, e.g. effect of changes on **36**

Solution

- change **37**
- impose rigorous **38**
- copy original very closely:
 - physical features of the **39**
 - the **40** of original employees