

Your grade: 100%

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1 / 1 point

1. Training can play an important role in contingency planning should key human resources on critical jobs not be available.

 False
 True Correct

Training can play an important role in contingency planning should key human resources on critical jobs not be available.

2. We should _____ the curriculum across the organization as opposed to changing different locations with the develop of their home grown instruction.

 standardize
 Downsize
 Modularize
 Compartmentalize Correct

We should standardize the curriculum across the organization as opposed to changing different locations with the develop of their home grown instruction.

1 / 1 point

3. When processes are created or modified, we must develop a training program targeted to the right operators and of the appropriate depth to sustain and maintain the change. As part of the training, focus only what is different.

 True
 False Correct

When processes are created or modified, we must develop a training program targeted to the right operators and of the appropriate depth to sustain and maintain the change. As part of the training, focus not only what is different but why it is different.

1 / 1 point

4. Ongoing evaluation is a cyclic process consisting of

 Improvement and Evaluation only
 Oversight
 Evaluation
 Improvement Correct

Ongoing evaluation is a cyclic process consisting of improvement and evaluation only

1 / 1 point

5. Much of the data we use to drive improvements come from the efforts underway in the organization to track and measure performance.

 True
 False Correct

Much of the data we use to drive improvements come from the efforts underway in the organization to track and measure performance.

1 / 1 point