

**Your grade: 100%**

Your latest: 100% • Your highest: 100% • To pass you need at least 80%. We keep your highest score.

Next item →

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.

1 / 1 point

2. We should \_\_\_\_\_ the curriculum across the organization as opposed to charging 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 charging 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.