

# MBP18<sup>Q&As</sup>

BCS Practitioner Certificate in Modelling Business Processes 2018

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### QUESTION 1

The CC call center handles telephone enquiries for six logistic and haulage companies. These enquiries range from the potential placement of business contracts through to complaints from individual customers.

The contractual arrangement between CCC and each company stipulates how quickly the phone should be answered (defined as a maximum number of rings) and the maximum number of calls the center will take each hour for the

company. CCC also monitors the duration of calls, the actual number of calls per hour answered by each operator and how many calls to be escalated to the next level of support.

Which of the following includes an internal and external performance measure?

- A. Actual number of calls answered per hour and the number of calls escalated
- B. Time taken to answer the phone and the average duration of a call
- C. Time taken to answer the phone and the maximum number of calls per hour for the company
- D. Average duration of a call and the actual number of calls answered per hour

Correct Answer: D

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### QUESTION 2

WALL Ltd is expanding through new product innovation and competitor acquisition. The business administrator support unit of WALL Ltd has implemented updates to handle increased load on the payroll caused by this expansion of the

business, Payroll is a critical business application. The following business scenarios are being considered:

- a-Production of the payroll summary on completion of pay calculation.
- b-Taking new employees into the payroll after a business acquisition.
- c-Responding to local employment regulations.
- d-Introduction to local employment regulations.
- e-Introduction of new payment terms and condition.

Entry of absence information approved by HR.

Which of these business scenarios will MOST LIKELY give an indication of how well the updated payroll is performing?

- A. b, d and e
- B. b, d and e
- C. a, c and e
- D. b, c and d
- E. a, d and e

Correct Answer: C

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### QUESTION 3

A record company is implementing a new system to replace an existing legacy system. The project has challenging as the new system must be implemented before support for the existing system is withdrawn. The business users have been involved throughout the project and their confidence in the new system is high.

Which implementation approach is the LEAST appropriate in this situation?

- A. Pilot
- B. Phased
- C. Direct changeover
- D. Parallel running.

Correct Answer: C

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### QUESTION 4

As part helps disadvantaged child, It works in partnership with local education authorities and health services to supported those children who need it most. The charity has 5 trustees, 27 full-time employees and 33 volunteers.

As what will the volunteers be shown on an organisation model of the charity?

- A. Part of the environment.
- B. Supplier
- C. Customer
- D. Process

Correct Answer: B

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### QUESTION 5

A classic car racing club has regular race days. A business analyst has produced a series of 'to-be' business process models, showing re-designed tasks and process improvements these redesigned tasks and processes include:

1.

Monitor race positions The real-time display of race positions and lap times.

2.

Inspect cars Cars need to comply with racing regulations and experts are required to inspect cars both before and after

a race

3.

Restrict access to the cars and the pits needs to be restricted to selected people and these access restrictions need to be enforced

4.

Comply with data protection legislation. All proposed record management systems must comply with government regulation concerning data storage and access. Which of these is a functional requirement of an IT solution?

- A. Monitor race positions
- B. Inspect cars.
- C. Restrict access.
- D. Comply with data protection legislation

Correct Answer: C

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#### QUESTION 6

The owner of a shop is taking a telephone order from a customer for a new vacuum cleaner. He needs to take and confirm customer details in this ordering process. As part of this, he enters the customer details onto a system. What does the entry of the customer's name, address and contact number represent?

- A. Event
- B. Process
- C. Step in a task
- D. Task in process

Correct Answer: A

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#### QUESTION 7

Lloyd works as a counter supervisor in the local branch of a national bank. Lloyd is responsible for ensuring that the back's cash machine has sufficient money.

The money for the cash machine has to be from the back's cash processing center, which supplies new and good quality banknotes. The cash machines can be topped-up with cash from the tills, but the poorer quality banknotes often cause

the cash machine to jam.

Lloyd has to check the machine's cash levels and place an order for new notes by 3pm for delivery the following working day.

Which is the BEST performance measure for the task Maintain cash machine level's?

- A. No orders to the cash processing center should be for cash to be used by the back tills.
- B. 100% of cash orders must be delivery by 3pm the same day.
- C. 100% of cash machine notes must be new notes.
- D. No cash machine outages are experienced due to insufficient cash or poor quality notes.

Correct Answer: A

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#### QUESTION 8

Which of the following statements concerning an internal process performance measure is INCORRECT?

- A. Is documented at the task level
- B. Reflects key performance indicators.
- C. Aligns with what the organisation wants to achieve
- D. Relates to customer expectations.

Correct Answer: D

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#### QUESTION 9

A village clerk receives bookings for the use of the village hall for events such as weddings and parties. Although the village hall has a website, bookings have to be made in an email request from a potential customer to the village clerk, giving the dates and times required.

The event name is Email

- A. Request deposit
- B. Check customer details
- C. Book hall
- D. Check hall availability

Correct Answer: C

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#### QUESTION 10

No Exit Suppliers has decided to implement a Commercial Off the Shelf (COTS) inventory management solution to improve its stock (Inventory) control Before the solution is implemented, all current stock levels and stock locations will

be migrated into a related database to ensure that the solution starts with accurate information. Once the system is implemented, all stock movements will be tracked via barcode scanning technology.

To ensure that the proposed solution is acceptable, which exceptional condition **MUST** be proved?

- A. Stock levels cannot fall below the minimum stock reorder level.
- B. Inaccuracies in the migrated stock level can be corrected.
- C. Stock level is reduced when orders are dispatched.
- D. Changes in stock level can be monitored on a daily basis.

Correct Answer: B

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