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QUESTION 1

You have decided to outsource the moving service for all expatriate assignments. After an individual is chosen and has accepted an international assignment, you provide all necessary contact information to both parties with specific deadlines.

Which of the following steps is the next step in managing the vendor ?

- A. Monitoring operations for continual improvement
- B. Specifying objectives to the vendor
- C. Ensuring regular communication and reporting between parties
- D. Periodic management reports

Correct Answer: C

QUESTION 2

Which of the following indicators is lagging indicator ?

- A. Return of shareholder value
- B. Reduced turnover
- C. Customer satisfaction
- D. Production throughput

Correct Answer: A

QUESTION 3

You are in the process of developing a global compensation structure.

Which of the following factors dose NOT contribute to a balanced and consistent compensation strategy?

- A. Perceptions of fairness by employees
- B. Continual communication across functions and locations
- C. Cross-cultural training
- D. Assumptions of working standards understood, ie hours worked on average in a week, termination costs.

Correct Answer: C



QUESTION 4

Which of the following is an explicit factor of a corporate culture ?

- A. Authority and working relationships between employees
- B. Values, norms and beliefs
- C. Communication styles
- D. Systems and processes

Correct Answer: D

QUESTION 5

Which of the following is a measure of recruiting effectiveness in the long term?

- A. Cost per applicant hired
- B. Quantity of applicants
- C. Average time required to recruit applicants
- D. Turnover of hires

Correct Answer: D

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