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**QUESTION 1**

What term is best described as examining the entire organization to simplify or eliminate unnecessary processes with the goal of increasing customer satisfaction through improvements in efficiency?

- A. Reengineering
- B. Corporate restructuring
- C. Workforce reduction
- D. Mergers and acquisitions

Correct Answer: A

QUESTION 2

Holly is the Senior HR Professional for her organization and she needs to address the use of video cameras in the workplace. In Holly's company, surveillance cameras are used as an anti-theft deterrent and as a means of employee safety in case of violence, theft, or attack. What portion of a conflict of interest statement should Holly address for the use of video surveillance cameras?

- A. Personal use of company assets
- B. Conflicts of interests
- C. Confidentiality
- D. Workplace privacy

Correct Answer: D

QUESTION 3

Which of the following creates a variety of affirmative action obligations for employers with federal government contracts?

- A. Department of Labor (DOL)
- B. Office of Federal Contract Compliance Programs (OFCCP)
- C. Equal Employment Opportunity Commission (EEOC)
- D. Vietnam Era Veterans Readjustment Assistance Act (VEVRAA)

Correct Answer: D

QUESTION 4



Which of the following provides incentives to sales employees by paying them a percentage of the sale price for products and services sold to a customer?

- A. Geographic pay
- B. Base pay
- C. Commissions
- D. Hazard pay

Correct Answer: C

QUESTION 5

Which of the following identifies the knowledge, skills, and abilities needed to meet the future needs?

- A. Workforce goals
- B. Job analysis and description
- C. Reengineering
- D. Corporate restructuring

Correct Answer: B

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