

Name: _____

Date: _____

Directions: *Circle or briefly write the best answer for each question.*

- 1) True False The Business Management System (BMS) is our defined Best Practices for managing the business.

- 2) How is the KUKA-AT Business Management System documented?
 - a. Spreadsheets
 - b. Flowcharts or Process maps
 - c. Databases
 - d. Documentation isn't necessary

- 3) Name two (2) reasons why KUKA-AT has a Business Management System:
 1. _____
 2. _____

- 4) True False The Business Management System does not allow for Continuous Improvement.

- 5) Explain the KUKA-AT Corporate Quality Policy in your own words – what does it mean to you? How do you personally contribute to meeting the objectives of the policy?

- 6) True False The KUKA-AT Business Management System can be accessed at both KUKA-AT's internal website and the worldwide web.

- 7) True False Process maps may be printed or viewed online.

- 8) What is a Business System Report (BSR) used for?
 - a. Alert Management to problems or potential problems
 - b. Tell Management about the money you lost in the vending machine
 - c. Offer a more efficient or better way to manage the business
 - d. Both A and C

- 9) Where can a blank Business System Report (BSR) Form be found?
 - a. KUKA-AT Intranet Homepage (internal website)
 - b. KUKA-AT BMS Homepage
 - c. Worldwide web
 - d. Both A and B

- 10) True False You have to give your name when filling out a Business System Report Form.

- 11) True False Completed Business System Report Forms should be submitted to the Quality Assurance Department.

- 12) True False Management reviews Business System Reports until closure.