

# 39 Lecture - MGT211

## Important Mcqs

1. **What is benchmarking?**

- A. A process of comparing organizational performance to industry standards.
- B. A process of monitoring employee productivity.
- C. A process of reducing waste in manufacturing.

**Answer: A**

2. **Which of the following is not a type of benchmarking?**

- A. Internal benchmarking
- B. Competitive benchmarking
- C. Customer benchmarking
- D. Profit benchmarking

**Answer: D**

3. **What is the first step in the benchmarking process?**

- A. Identify areas for improvement
- B. Determine benchmarking partners
- C. Collect data

**Answer: A**

4. **Which of the following is not a benefit of benchmarking?**

- A. Increased costs
- B. Improved quality
- C. Enhanced competitiveness
- D. Increased efficiency

**Answer: A**

5. **Which of the following is a limitation of benchmarking?**

- A. It is time-consuming and expensive.
- B. It requires extensive training of employees.
- C. It is only applicable to manufacturing organizations.

**Answer: A**

6. **What is competitive benchmarking?**

- A. Comparing an organization's performance to industry standards.
- B. Comparing an organization's performance to its direct competitors.
- C. Comparing an organization's performance to its own past performance.

**Answer: B**

7. **Which of the following is not a step in the benchmarking process?**

- A. Analyze data
- B. Implement improvements
- C. Develop performance goals
- D. Conduct employee evaluations

**Answer: D**

8. **What is functional benchmarking?**

- A. Comparing an organization's performance to industry standards.
- B. Comparing an organization's performance to its direct competitors.
- C. Comparing an organization's performance to organizations in different industries.

**Answer: C**

9. **What is internal benchmarking?**

- A. Comparing an organization's performance to industry standards.
- B. Comparing an organization's performance to its direct competitors.
- C. Comparing an organization's performance to its own past performance.

**Answer: C**

10. **What is the main purpose of benchmarking?**

- A. To compare an organization's performance to industry standards.
- B. To identify areas for improvement.
- C. To reduce waste in manufacturing.

**Answer: B**