

# Chapter 11 Review Quiz

*This section contains quizzes to help you verify what you have learned in the chapter. Your instructor may ask you to submit your work for grading. Also, the Review Quiz is a good study tool because many of the questions in exams for the course will be taken from the quizzes.*

## Fill in the Blank

Fill in the missing word or words in each sentence.

1. As businesses have reduced the number of \_\_\_\_\_, employees are assuming more managerial responsibilities.
2. To avoid working on the wrong problem, you should first \_\_\_\_\_ the problem.
3. Call upon your \_\_\_\_\_ to think of new ideas or apply old ideas to solve new problems.
4. To select the number one idea from a large number of ideas, you must \_\_\_\_\_ and rank all ideas.
5. Reading \_\_\_\_\_ or magazines about a certain type of business will help you learn about problem solving in your field.
6. When organizing facts and metrics about a problem, use \_\_\_\_\_ to find a solution.
7. When team members \_\_\_\_\_, they list as many solutions to a problem as they can.
8. Employees who are involved in solving problems are more \_\_\_\_\_ to do a better job.
9. Employee \_\_\_\_\_ is when managers rely on employees and work with teams to solve problems.
10. Call upon your \_\_\_\_\_ network or find a way to relax to get away from a problem and identify new solutions.

creativity  
data analysis  
identify  
brainstorm  
motivated  
managers  
rate  
trade journals  
social  
involvement

## Multiple Choice

Circle the letter that best completes each statement or answers each question.

1. When a(n) \_\_\_\_\_, management involves employees in finding solutions to workplace problems.
  - a. solution has little effect on the supervisors
  - b. supervisor lacks creativity when solving problems
  - c. supervisor is too close to the problem
  - d. employee will not be distracted by supervisory responsibilities
  - e. simple business model is used
2. Both \_\_\_\_\_ are two of the more popular forms of group discussion.
  - a. brainstorming and ranking
  - b. brainstorming and rating
  - c. brainstorming and nominal group technique
  - d. ranking and rating
  - e. nominal group technique and analysis

3. When solving a problem using brainstorming, a group of workers will do what?
  - a. critique every idea presented
  - b. discuss every idea presented
  - c. rank ideas from best to worst
  - d. suggest as many ideas as possible
  - e. submit ideas individually
4. You can use \_\_\_\_\_ to analyze data.
  - a. commonly available cheat sheets
  - b. your IT coworkers
  - c. information found on the Internet
  - d. frequency tables, percentages, and graphs
  - e. the nominal group technique
5. To solve a problem, you must
  - a. have a college education.
  - b. know what the problem is.
  - c. realize that a solution may not exist.
  - d. work alone.
  - e. consult with your coworkers, supervisors, and HR first.
6. When solving problems using creative thinking, you should do what?
  - a. look at the problem from different viewpoints
  - b. use a serious approach
  - c. use a specific, literal plan
  - d. act quickly
  - e. work in a busy environment
7. As \_\_\_\_\_, employees are needed even more to solve problems.
  - a. the number of managers and supervisors increases
  - b. businesses become simpler to operate
  - c. employees assume responsibilities that were performed by managers
  - d. supervisors make more complex decisions
  - e. technology becomes simpler
8. When using the nominal group technique in a group discussion,
  - a. individuals write as as many solutions as possible.
  - b. the group shares ideas in a round-robin manner.
  - c. the group discusses each idea.
  - d. the group ranks the ideas from best to worst.
  - e. All of the above.
9. The five whys technique is useful to \_\_\_\_\_, and it is a useful skill for complex problem solving.
  - a. reach a final solution to a problem
  - b. rank solutions to a problem
  - c. develop possible solutions to a problem
  - d. implement the final solutions to a problem
  - e. identify a problem

10. When choosing a solution to a problem, you should
  - a. eliminate all possibility of failing.
  - b. choose the most practical solution.
  - c. avoid taking any risk.
  - d. choose your first idea.
  - e. ignore the timeliness of the solution.

## True or False

Read the following statements. Put a *T* after each true statement and an *F* after each false one.

1. A solution's cost is not important when solving a problem. \_\_\_\_\_
2. Seeking solutions from other parts of the business or from other organizations is wise. \_\_\_\_\_
3. If a solution to a problem does not work the first time, you should find a different solution. \_\_\_\_\_
4. Creativity involves finding new ideas and using old ideas to solve new problems. \_\_\_\_\_
5. Getting away from the problem you are trying to solve (by socializing or relaxing) can help you discover new solutions for problems. \_\_\_\_\_
6. One form of employee involvement is using work teams to solve problems on the job. \_\_\_\_\_
7. Knowing how to implement the solution to a problem is not as important as finding an immediate solution. \_\_\_\_\_
8. The best solution to the problem is the first idea that comes to mind. \_\_\_\_\_
9. Identifying the real problem is the first step in the problem-solving process. \_\_\_\_\_
10. Rating and ranking are two ways to select the best solution from a list of many. \_\_\_\_\_