

## SECTION 4

## Questions 31-40

Questions 31-34

Choose the correct letter, **A**, **B** or **C**.

### Trying to repeat success

- 31** Compared to introducing new business processes, attempts to copy existing processes are
- A** more attractive.
  - B** more frequent.
  - C** more straightforward.
- 32** Most research into the repetition of success in business has
- A** been done outside the United States.
  - B** produced consistent findings.
  - C** related to only a few contexts.
- 33** What does the speaker say about consulting experts?
- A** Too few managers ever do it.
  - B** It can be useful in certain circumstances.
  - C** Experts are sometimes unwilling to give advice.
- 34** An expert's knowledge about a business system may be incomplete because
- A** some details are difficult for workers to explain.
  - B** workers choose not to mention certain details.
  - C** details are sometimes altered by workers.

Test 3

Questions 35-40

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

**Setting up systems based on an existing process**

**Two mistakes**

Manager tries to:

- improve on the original process
- create an ideal **35** ..... from the best parts of several processes

**Cause of problems**

- information was inaccurate
- comparison between the business settings was invalid
- disadvantages were overlooked, e.g. effect of changes on **36** .....

**Solution**

- change **37** .....
- impose rigorous **38** .....
- copy original very closely:
  - physical features of the **39** .....
  - the **40** ..... of original employees