

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 straight forward.

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. choose not to mention certain details.
- C. details are sometimes altered by workers.

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 37impose rigorous 38

• copy original very closely

- physical features of the 39
- the 40..... of original employee