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.

LIVEWORKSHEETS

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:

Ÿ improve on the original process

Ÿ create an ideal 35..... from the best parts of several processes

Cause of problems

Ÿ information was inaccurate

Ÿ comparison between the business settings was invalid

Ÿdisadvantages were overlooked, e.g. effect of changes on 36 .....

Solution

Ÿchange 37 .....impose rigorous 38 .....

Ÿ copy original very closely

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

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