

ASP's Strategic Planning Professional (SPP) Sample Test Questions

BOK Content: 1.2.6

Lead

UNQ: 00179

Build and adhere to a reputation for integrity, ethical behavior, and fairness to others.

Question 1 Which of the following is **NOT** a conflict resolution style?

1. Compete
 2. Command
 3. Collaborate
 4. Compromise
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BOK Content: 2.1.5

Think

UNQ: 00140

Gather **customer satisfaction information** and intelligence, especially regarding their wants, needs, loyalty, and retention.

Question 2 Which of the following is the most critical measure of customer satisfaction?

1. Customer service calls
 2. Customer complaints
 3. Customer satisfaction scores
 4. Customer retention and referrals
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BOK Content: 3.1.3

Plan Content

UNQ: 00058

Advise on different methods to **lower costs**, increase profit margins, and improve cash flow and the balance sheet.

Question 3 Attaining behavior control to enable the implementation of a strategic plan involves the key levers of

1. Pay and vision.
 2. Integrity and education.
 3. Culture, rewards, and boundaries.
 4. Cost leadership, ethos, and behavior.
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BOK Content: 4.1.2

Action

UNQ: 00281

Ensure **teamwork and project management skills** are taught to those in the organization needing to effectively implement strategic plan projects and initiatives.

Question 4 What are the stages of project management?

1. Defining, planning, executing, delivering
 2. Defining, preparing, executing, divesting
 3. Developing, proposing, executing, debriefing
 4. Defining, problem-solving, executing, driving
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BOK Content: 5.1.2

Professional Roles

UNQ: 00377

The roles of the key others the Strategic Planning Professionals and Strategic Management Professionals will interact with, including the Board of Directors, CEO, Sr. Management Team, Line Managers and SBUs

Question 5 Who should facilitate the organization's strategic planning and execution process?

1. Board of directors
 2. chief executive
 3. Collective management team
 4. Chief Strategy Officer
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Answer Key*

#1 = 2

#2 = 4

#3 = 3

#4 = 1

#5 = 4

* **Note:** These questions will **not** be on the exam. The exam will **not** include showing the Body of Knowledge Content Areas (for example, **Lead**) and their task codes (for example, **1.2.6**). They are shown here for you to see the connection from the Body of Knowledge to the exam itself.