

2007CIA考试大纲：经营分析和信息技术 PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/243/2021_2022_2007CIA_E8_80_83_c53_243006.htm Part Business Analysis and Information Technology 第三部分：经营分析和信息技术A. Business Processes (15-25 percent) 经营过程 (15 - 25%)

1. Quality management (e.g., TQM) (Awareness Level) 质量管理 (例如，全面质量管理) (要求了解)
2. The International Organization for Standardization (ISO) framework (Awareness Level) 国际标准化组织框架 (要求了解)
3. Forecasting (Awareness Level) 预测 (要求了解)
4. Project management techniques (Proficiency Level) 项目管理技术 (要求熟练掌握)
5. Business process analysis (e.g., workflow analysis and bottleneck management, theory of constraints) (Proficiency Level) 经营过程分析 (例如，工作流程分析和瓶颈管理，约束理论) (要求熟练掌握)
6. Inventory management techniques and concepts (Proficiency Level) 存货管理技术与概念 (要求熟练掌握)
7. Marketing-pricing objectives and policies (Awareness Level) 营销-定价目标与政策 (要求了解)
8. Marketing-supply chain management (Awareness Level) 营销-供应链管理 (要求了解)
9. Human Resources (Proficiency Level) 人力资源 (要求熟练掌握)
 - a. Individual performance management and measurement 个人业绩管理与测评
 - b. Supervision 监督
 - c. Environmental factors that affect performance 影响业绩的环境因素
 - d. Facilitation techniques 促进方法
 - e. Personnel sourcing/staffing 人员来源/配备
 - f. Training and development 培训与发展
 - g. Safety 安全
10. Balanced

Scorecard (Awareness Level) 平衡记分卡 (要求了解) 100Test
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