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Part Business Analysis and Information Technology A. Business Processes (15 25 percent) 15 25 1. Quality management (e.g., TQM) Awareness Level 2. The International Organization for Standardization (ISO) framework Awareness Level 3. Forecasting Awareness Level 4. Project management techniques Proficiency Level 5. Business process analysis (e.g., workflow analysis and bottleneck management, theory of constraints) Proficiency Level (, ,) 6. Inventory management techniques and concepts Proficiency Level 7. Marketing-pricing objectives and policies Awareness Level - 8. Marketing-supply chain management Awareness Level - 9. Human Resources Proficiency Level a. Individual performance management and measurement b. Supervision c. Environmental factors that affect performance d. Facilitation techniques e. Personnel sourcing/staffing / f. Training and development g. Safety 10. Balanced

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