## Knowledge Questionnaire

1. Name the 7 steps in the process for developing clear, measurable and achievable goals, objectives and performance standards. (7) (SO1 AC4 EEK1)
2. Name the 9 elements of an operational or business plan. (9) (EEK2)
3. Identify and list 2 techniques for identifying strengths and weaknesses. (2) (EEK3)
4. List 3 tools or techniques for implementing actions> (3) (EEK4)
5. Describe 9 features of a system for monitoring and evaluating the implementation of operational plans. (9) (EEK5)

**TOTAL: 30**