

## Exam Name - Certified General Manager (CGM)<sup>™</sup>

### Sample Exam

1. A key competency of people management includes:
- A. Conducting detailed financial audits
  - B. Leading talent development and performance coaching
  - C. Designing manufacturing process flows
  - D. Negotiating supplier contracts

Answer **B**

2. Which ethical practice most improves organizational culture?
- A. Using favoritism to reward team members
  - B. Ignoring cultural differences within teams
  - C. Ensuring transparency and fairness in decision-making
  - D. Pressuring teams to exceed capacity

Answer **C**

3. What is the main goal when implementing an operational plan?
- A. To increase employee absenteeism
  - B. To achieve agreed-upon objectives efficiently
  - C. To reduce communication across the team
  - D. To avoid analyzing resource utilization

Answer **B**

**4.** A systems approach to decision-making typically involves:

- A. Looking at functions in isolation
- B. Ignoring feedback loops
- C. Focusing only on cost-cutting
- D. Considering cross-functional interdependencies

Answer **D**

**5.** The primary benefit of business continuity planning is to:

- A. Halt operations during a crisis
- B. Delay decision-making until after issues resolve
- C. Ensure continued operation during and after disruption
- D. Focus solely on financial recovery

Answer **C**

**6.** What does KPI “profit margin” measure?

- A. The absolute net profit
- B. Profit relative to revenue
- C. Total sales amount
- D. Cash held in bank accounts

Answer **B**