

QUESTION 10 **Which of the following is not a type of business process?**
 Procurement, production, distribution, marketing, sales, and customer service are all types of business processes. **Human resources** is not a business process.

Business Process	Description	Other Information
Production	Manufacturing	Process of converting raw materials into finished goods.
Distribution	Getting products to customers	Includes logistics, warehousing, and retail.
Marketing	Promoting and selling products	Includes advertising, sales, and public relations.
Customer Service	Assisting customers with their needs	Includes support, training, and feedback.
Human Resources	Managing the workforce	Includes recruitment, training, and compensation.
Procurement	Buying goods and services	Includes sourcing, purchasing, and contract management.
Sales	Generating revenue	Includes identifying leads, presenting proposals, and closing deals.
Logistics	Managing the flow of goods	Includes transportation, warehousing, and inventory management.
Finance	Managing the company's money	Includes budgeting, accounting, and financial reporting.
Operations	Running the day-to-day activities	Includes production, distribution, and customer service.

QUESTION 11 **Which of the following is not a type of business process?**
 Procurement, production, distribution, marketing, sales, and customer service are all types of business processes. **Human resources** is not a business process.