

**QUESTION 10**  
 Which of the following is NOT a type of business process? (Select all that apply.)

Option	Business Process	Correct Answer
Incorrect	Marketing	Marketing is a business process.
Incorrect	Inventory Control	Inventory control is a business process.
Correct	Work Order - Manufacturing	Work orders are used in manufacturing to specify the quantity and quality of materials to be used in the production process. They are not a business process.
Incorrect	Customer Service	Customer service is a business process.
Correct	Human Resources	Human resources is a business process.
Correct	Supply Chain Management	Supply chain management is a business process.
Correct	Production Control	Production control is a business process.
Correct	Logistics	Logistics is a business process.
Correct	Quality Control	Quality control is a business process.

QUESTION 11  
 Which of the following is NOT a type of business process? (Select all that apply.)