

SDI Practice Test Questions and Answers

1. How should customer complaints be handled?

- A) Ignore the complaint unless it's serious.
- B) Acknowledge the complaint, offer a solution, and follow up to ensure satisfaction.
- C) Blame the customer for the issue.
- D) Dismiss the complaint if it's not urgent.

2. In SDI practice, what is informed consent?

- A) Providing complete information about services, risks, and alternatives so clients can make voluntary decisions
- B) Having clients sign paperwork without explanation
- C) Verbal agreement without documentation
- D) Consent given by a third party

3. What is a compliance audit in SDI practice?

- A) A systematic review to verify adherence to regulatory requirements and organizational policies
- B) A financial profit assessment
- C) A customer satisfaction survey
- D) An employee performance review

4. In SDI practice, what is a needs assessment?

- A) A systematic process to identify gaps between current conditions and desired outcomes
- B) A list of office supply requirements
- C) An employee benefits survey
- D) A real estate appraisal

Answers: 1-B 2-A 3-A 4-A

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