BPM-001^{Q&As}

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Business Process Manager (BPM)

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QUESTION 1

Business activity monitoring is a method to measure the health and performance of your process.

A. True

B. False

Correct Answer: A

QUESTION 2

On what are KPI\\'s (Key Performance Indicators) based?

A. Process costs

B. Cycle costs

C. Number of involved employees

D. Strategy and business goals

Correct Answer: D

QUESTION 3

Why is it important to manage an organization\\'s processes?

A. To increase productivity

B. To decrease costs

C. To increase efficiency

D. All of the above

E. None of the above

Correct Answer: D

QUESTION 4

Business process management (BPM) is a variety of tools and techniques used to support and manage the design, implementation, and improvement of operational procedures within an organization.

A. True

B. False

Correct Answer: A

QUESTION 5

A frequent reason for the failure of BPM-Projects is _____.

A. There is not enough executive involvement

B. Too much training of the process owner

C. Comprehensive BPM-tools have not been used

D. The change management processes have not been managed properly

Correct Answer: D

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