



# BPM-001<sup>Q&As</sup>

Business Process Manager (BPM)

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#### QUESTION 1

One of the most important BPM success factors is:

- A. Selection of the right methods and tools
- B. Clear responsibility for organizational hand-offs in the business processes
- C. A group of external sponsors
- D. A solid management organization

Correct Answer: B

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#### QUESTION 2

What do business processes define?

- A. The company's strategy
- B. The efficiency of process execution
- C. The end-to-end series of events for interacting with customers
- D. Only the in-house services

Correct Answer: C

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#### QUESTION 3

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

- A. True
- B. False

Correct Answer: A

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#### QUESTION 4

The Six Sigma approach focuses on? (Choose two.)

- A. Measurable, quantifiable, stable results
- B. Reducing variation in processes and products
- C. Bring transparency in business ethics
- D. Waste reduction in production system



Correct Answer: AB

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#### QUESTION 5

The balanced scorecard enables everyone within the organization to be on the same page.

- A. True
- B. False

Correct Answer: A

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