



BPM-001^{Q&As}

Business Process Manager (BPM)

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QUESTION 1

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 2

What is the primary purpose of the usage of process models?

- A. Standardization of business processes
- B. Preparation of training material for the launch of the processes
- C. Analysis, documentation and design of business processes
- D. A system for measurement of process cycle times

Correct Answer: C

QUESTION 3

The diamond symbol in flowchart process mapping means

- A. A decision is to be made
- B. Another step in the process
- C. Indicates direction
- D. Indicates the start of the process

Correct Answer: A

QUESTION 4

Automation can increase quality by minimizing the instances of human error.

- A. True



B. False

Correct Answer: A

QUESTION 5

Business Analysis involves identifying key business objectives and collecting as much data and information as possible.

A. True

B. False

Correct Answer: A

QUESTION 6

The "D" in the DMAIC model stands for "Decide."

A. True

B. False

Correct Answer: B

QUESTION 7

Aside from preventative problem solving, what-if analysis focuses on looking at variables within your process. Ask questions like:

A. What if we extended our banking hours by two hours daily?

B. What if we cut food costs by 20%?

C. Both of the Above

D. None of the Above

Correct Answer: C

QUESTION 8

What is the goal of a process simulation?

A. Anticipate process behavior

B. Variation of parameters

C. Calculation of process variables



D. Production of a graphical process model

Correct Answer: A

QUESTION 9

Pam is gathering information to design a process. She will consider which of the following concepts?

- A. Mind mapping
- B. Role of content
- C. Brainstorming
- D. RAP model

Correct Answer: B

QUESTION 10

How does Activity Based Costing improve business processes?

- A. With reduction of the overhead and allocated costs (indirect costs)
- B. With minimization of cycle times
- C. With static methods
- D. With the analysis of cost drivers and the minimization of activities that do not create value

Correct Answer: D

Which is an essential success factor for process performance measurement and control?

- A. Involvement of stakeholders in the process improvement process
 - B. Use of a comprehensive BPM-Suite and BPMN
 - C. Integration of a simulation model in the process
 - D. Implementation of an incentive plan for the employees
-

QUESTION 11

Business activity monitoring software is usually designed to provide updates to upper management and operations managers.

- A. True
- B. False



Correct Answer: A

QUESTION 12

Processes exist everywhere.

- A. True
- B. False

Correct Answer: A

QUESTION 13

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

- A. True
- B. False

Correct Answer: A

QUESTION 14

The final stage in the BPM model is the _____ level.

- A. Designing
- B. Planning
- C. Implementation
- D. Execution

Correct Answer: C

QUESTION 15

The purpose of _____ is to help you ensure your processes are operating at their most efficient level.

- A. business activity monitoring
- B. process activity monitoring
- C. business analysis tool
- D. business case study

Correct Answer: C



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