

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

Business Process Manager (BPM)

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## QUESTION 1

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 2

What is one of the primary purposes of process modeling?

- A. Verbal description of the process features
- B. Visual illustration of process features to ensure better communication
- C. Presentation of the process-lifecycle
- D. Creation of specifications for process simulation

Correct Answer: B

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## QUESTION 3

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

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## QUESTION 4

Which two of the following are the Six Steps of Business Process Improvement? (Choose two.)

- A. Know the Customer
- B. Know the Standards

C. Know the Business

D. Access the Process

Correct Answer: AD

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## 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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