

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

Business Process Manager (BPM)

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## QUESTION 1

\_\_\_\_\_ is the first step of Business Process Improvement model.

- A. How to get the Customer
- B. Where is the Customer
- C. Know the Customer
- D. Know the financial status of the Customer

Correct Answer: C

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## QUESTION 2

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

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## QUESTION 3

An important step in process design is ...

- A. The definition of the company's strategy
- B. The development of a new process related compensation system
- C. The development and definition of useful key performance indicators (KPI's)
- D. The selection and deployment of external consultants Business Process Management (BPN) Certification

Correct Answer: C

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## QUESTION 4

\_\_\_\_\_ can help increase profitability by shortening your process cycle time.

- A. Prioritization
- B. Competition
- C. Segregation

D. Automation

Correct Answer: D

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## QUESTION 5

What is the biggest benefit of using BPM-technologies?

- A. The use of standards to support the whole BPM-lifecycle.
- B. The usage of the technology provides a comprehensive document management
- C. The graphical presentation for the automation of workflows
- D. The possibility of programming in BPEL (Business Process Execution Language)

Correct Answer: A

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## QUESTION 6

When examining the role of content in your process, you need to determine if your process is:

- A. complex
- B. process oriented
- C. document-driven
- D. volume-driven

Correct Answer: C

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## QUESTION 7

Which philosophy was primarily developed by Toyota manufacturing experts?

- A. Lean
- B. Business Process Improvement
- C. Six Sigma
- D. Service Management

Correct Answer: A

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## QUESTION 8

Process improvement offers you an alternative approach for uncovering data about your process.

- A. True
- B. False

Correct Answer: B

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## QUESTION 9

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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## QUESTION 10

Why do organizations change their processes?

- A. To refocus resources
- B. New policies and procedures are developed
- C. Processes become outdated
- D. All of the above
- E. None of the above

Correct Answer: D

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## QUESTION 11

The layers of BPM move from \_\_\_\_\_.

- A. Bottom-Up
- B. Top-Down
- C. Left-Right
- D. Right-Left

Correct Answer: B

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**QUESTION 12**

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 13**

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 14**

When should effective Change Management steps start?

- A. In the phase of the introduction of the process
- B. After the BPM project
- C. With the BPM project initiation
- D. When problems occur during the implementation

Correct Answer: C

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**QUESTION 15**

As long as you have a vision of where your company should be, you will be successful. Sharing this vision is not important.

- A. True
- B. False

Correct Answer: B

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