BPM-001$^{Q\&As}$

Business Process Manager (BPM)

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QUESTION 1

Processes exist everywhere.

A. True

B. False

Correct Answer: A

QUESTION 2

Which of the following tasks should you not perform with your processes?

A. Ignore them

B. Design them

C. Monitor them

D. Optimize them

Correct Answer: A

QUESTION 3

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

A. True

B. False

Correct Answer: A

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

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

QUESTION 6

A. True

B. False

Correct Answer: B

QUESTION 7

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

QUESTION 8

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

QUESTION 9

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

A. True

B. False

Correct Answer: A

QUESTION 10

Collect Data stage is all about getting the information you need to make the argument for a new process. This information can be acquired through a variety of methods, such as: (Choose two.)

A. Focus groups

B. Group meetings

C. Interviews

D. Blogs

Correct Answer: AC

QUESTION 11

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

QUESTION 12

_____ are designed to control, define, standardize, and structure how procedures are carried out within an organization.

A. Business rules

B. Business analysis

C. Business ethics

D. Business strategy

Correct Answer: A

QUESTION 13

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Which method for process implementation and introduction does NOT belong to BPM?

A. Six Sigma

B. Lean Management

C. Overhead Value Analysis

D. TQM

Correct Answer: C

QUESTION 14

What do business processes define?

A. The company\\'s strategy

B. The efficiency of process execution

C. The and-to-end series of events for interacting with customers

D. Only the in-house services

Correct Answer: C

QUESTION 15

A good process culture is characterized by _____

A. A matrix organization

B. Clearly defined business units

C. The overall use of BPMS-suites

D. Stakeholder awareness of full end-to-end processes

Correct Answer: D

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