

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

**Business Process Manager (BPM)** 

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QUESTION 1
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 2
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 3
In Defining Content the challenge is theof information or content an organization produces.
A. quality
B. volume
C. source
D. none of the above
Correct Answer: B
QUESTION 4
Process mining is a tool that analyzes processes through event logs.
A. True
B. False
Correct Answer: A



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QUESTION 5
Jidoka means error-free production.
A. True
B. False
Correct Answer: A
QUESTION 6
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C. Processes become outdated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
QUESTION 7
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
QUESTION 8
The final stage in the BPM model is the level.
A. Designing
B. Planning
C. Implementation



D. Execution	
Correct Answer: C	
QUESTION 9	
The "D" in the DMAIC model sta	nds for "Decide."
A. True	
B. False	
Correct Answer: B	
QUESTION 10	
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	
QUESTION 11	
Business process improvement	(BPI) focuses on continuous process improvement.
A. True	
B. False	
Correct Answer: A	
QUESTION 12	
A frequent reason for the failure	of BPM-Projects is
A. There is not enough executive	e involvement
B. Too much training of the proc	ess owner
C. Comprehensive BPM-tools ha	ave not been used
D. The change management pro	ocesses have not been managed properly

Correct Answer: D
QUESTION 13
Business activity monitoring software is usually designed to provide updates to upper management and operations managers.
A. True
B. False
Correct Answer: A
QUESTION 14
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

### **QUESTION 15**

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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