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Process Analyst	
Credential	Certified Business Process Associate (CBPA®)
Eligibility Requirements	1250 hours documented Working Experience in a Business Process related area OR qualifying 4 year university degree Complete Application Pass Examination Sign ABPMP Code of Ethics
Steps to Obtaining Credential	124 multiple choice questions answered within 3 hours
Re-certification	3 year cycle; 30 Continuing Professional Education Hours
Standard Fees	Application Fee: USD \$40/€30 Exam Fee: USD \$400/€350 discount available for current ABPMP International professional members Re-certification Fee USD \$75/€60

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ABPMP CBPA Exam Syllabus Topics:

Topic	Details
Topic 1	Process Performance Management: This section of the exam measures the skills of Process Analysts and covers monitoring and evaluating process performance. It focuses on setting performance indicators, analyzing results, and implementing controls to maintain process efficiency and effectiveness.
Topic 2	Process Design: This section of the exam measures the skills of Business Analysts and covers the creation of optimized process solutions. It includes designing workflows that meet business objectives, incorporating best practices, and ensuring alignment with organizational strategies.

Topic 3	• Process Modeling: This section of the exam measures the skills of Business Analysts and covers techniques for representing business processes visually. It encompasses modeling standards, notations, and tools used to depict current and future state processes for analysis and improvement.
Topic 4	• Process Analysis: This section of the exam measures the skills of Process Analysts and covers methods for examining business processes to identify inefficiencies and areas for enhancement. It involves data collection, performance metrics, and root cause analysis to inform process improvement initiatives.
Topic 5	• Process Transformation: This section of the exam measures the skills of Business Analysts and covers strategies for significant process changes. It addresses change management, stakeholder engagement, and approaches to transitioning from current to improved process states.

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ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q80-Q85):

NEW QUESTION # 80

Which are types of end-to-end business processes?

- **A. Primary processes, support processes, and management processes**
- B. Core processes, execution processes, and performance processes
- C. Auxiliary processes and support processes
- D. Execution processes and management processes

Answer: A

Explanation:

End-to-end business processes are categorized into three core types:

- * Primary processes: Deliver value directly to customers.
- * Support processes: Provide necessary infrastructure or capabilities.
- * Management processes: Govern, monitor, and control performance.

These classifications help organizations holistically managing and aligning processes with enterprise goals.

"End-to-end processes include primary, support, and management processes that together encompass the full scope of how value is created and delivered."

- Chapter 2, ABPMP CBOK

Reference: ABPMP CBOK, Chapter 2 - Process Modeling

NEW QUESTION # 81

Change management in Business Process Management (BPM) applies to

- **A. Operations, technology, and organization**
- B. Customers, suppliers, and partners
- C. Time, costs, and quality
- D. Execution, financial reporting, and marketing

Answer: A

Explanation:

Change management in BPM is holistic - addressing process redesign impacts on operations, supporting technology, and the organizational structure. It ensures all elements of the enterprise adapt smoothly to the change.

"Successful BPM initiatives require change across operational procedures, enabling technologies, and organizational roles. Change management ensures these areas transition in sync."

- ABPMP CBOK, Chapter 7 - Process Transformation

Covered areas:

* Operations: Daily workflows and job roles

* Technology: Systems and tools

* Organization: Structure, culture, and behavior

Reference: ABPMP CBOK, Chapter 7 - Process Transformation

NEW QUESTION # 82

What is a workflow?

- A. Employee task descriptions
- **B. A sequential grouping of activities within a business area**
- C. A summary of activities and tasks in a process
- D. The routing of task automation

Answer: B

Explanation:

A workflow is the orchestrated sequence of tasks or activities, often involving decision logic, performed to complete a business process. It typically defines how tasks are structured, ordered, and executed, particularly when moving between people or systems.

"A workflow is a representation of the flow of work, including the sequence, conditions, and routing of tasks."

It defines how work progresses from one activity to another."

- ABPMP CBOK, Chapter 5 - Process Design

Workflow may be:

* Manual (human-to-human)

* Automated (system-to-system)

* Hybrid (mixed execution)

Reference: ABPMP CBOK, Chapter 5 - Process Design

NEW QUESTION # 83

The activity of formally monitoring processes with metrics is known as

- A. Process cycle measurement
- B. Process assessment
- C. Process measurement
- **D. Process performance measurement**

Answer: D

Explanation:

Process performance measurement is the practice of systematically tracking and evaluating actual results of business processes using pre-defined metrics. It forms the feedback loop for continuous process improvement and governance.

"Process performance measurement entails gathering, tracking, and analyzing performance data against defined metrics (KPIs) to evaluate the efficiency and effectiveness of a process."

- ABPMP CBOK, Chapter 6 - Process Performance Management

Purpose includes:

* Establishing baselines

* Identifying underperforming processes

* Supporting data-driven decision-making

Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

NEW QUESTION # 84

Which is NOT a formal technique specifically for process analysis?

- A. Root cause determination
- B. Gap analysis
- C. Six Sigma evaluation
- D. Cycle time monitoring

Answer: C

Explanation:

While Six Sigma is a comprehensive methodology for process improvement, it is not specifically categorized as a formal analysis technique within the BPM framework—it's broader and involves cultural and operational change. The others—cycle time monitoring, root cause analysis, and gap analysis—are standard analytical techniques used within the BPM discipline.

"Techniques like root cause analysis, gap analysis, and performance measurement (e.g., cycle time) are directly applied in process analysis. Broader frameworks like Six Sigma guide improvement efforts beyond analysis."

- ABPMP CBOK, Chapter 4 - Process Analysis

Reference: ABPMP CBOK, Chapter 4 - Process Analysis

NEW QUESTION # 85

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