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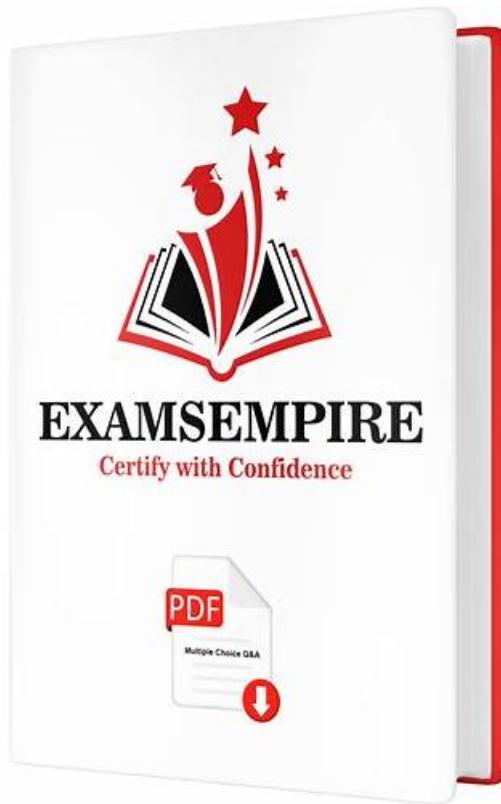
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ABPMP CBPA Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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 Organization: This section of the exam measures the skills of Process Analysts and covers the structuring of an organization around its processes. It includes defining roles, responsibilities, and governance structures to support a process-centric organizational model.

ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q70-Q75):

NEW QUESTION # 70
In most cases, how is an indicator of process performance quality expressed?

- A. By the roles of ISO certification
- B. As a score between 1 and 6 (1 = very good and 6 = insufficient)
- C. As a percentage between the actual and the maximum possible process quality
- D. As a cost that expresses the value lost due to the loss of customers

Answer: C

Explanation:
Quality indicators are typically expressed as percentages representing the level of conformance, accuracy, or completeness. This enables straightforward comparisons and trend tracking over time.
Examples:
* % of error-free transactions
* % of on-time deliveries
* % of completed tasks without rework
"Quality indicators are often expressed as percentages or ratios comparing actual performance to the ideal or standard threshold."
- ABPMP CBOK, Chapter 6 - Process Performance Management
This approach provides:
* Clarity for non-technical audiences
* Standardization across processes
* Actionable performance insights
Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

NEW QUESTION # 71
Which techniques are typically used to gather information for a process model?

- A. Simulation, process mining, and video recording
- B. Web conferencing, surveys, and one-to-one interviews
- C. Direct observation, one-on-one interviews, and database analysis
- D. Direct observation, written feedback, and structured workshops

Answer: C

Explanation:
Commonly used information gathering techniques include direct observation (watching the process as it is performed), interviews with

participants and stakeholders, andanalysis of existing data. These techniques ensure the model reflects theactual process execution, not just theoretical flows.

"Process modeling is typically informed by direct observation, document review, interviews, and analysis of system or database logs to ensure accuracy and completeness of the model."

- ABPMP CBOK, Chapter 2 - Process Modeling

Reference: ABPMP CBOK, Chapter 2 - Process Modeling

NEW QUESTION # 72
Process analysis is the foundation for

- A. Process automation
- B. Process design
- C. Process modeling
- D. Process organization

Answer: B

Explanation:

Process analysisidentifies inefficiencies, waste, and opportunities for improvement in the current ("as-is") state. These insights form thefoundation for designing the "to-be" process, making analysis a prerequisite for effective process design.

"Process analysis delivers insights that become the foundation for process design, ensuring the redesigned process addresses current issues and achieves desired performance."

- ABPMP CBOK, Chapter 4 - Process Analysis

This relationship is critical in theBPM lifecycle, where:

* Analysis precedes design
* Analysis provides data to justify improvements
* Design is aligned with strategic and operational goals

Reference: ABPMP CBOK, Chapter 4 - Process Analysis

NEW QUESTION # 73
Process transformation leads to

- A. Slightly adapted processes
- B. Creation of new processes
- C. Changing products and services
- D. Optimized organizational structures

Answer: B

Explanation:

Process transformationinvolves afundamental changeto how a business process operates. This may involve replacing old processes with new ones, especially when the current design no longer aligns with business goals or market needs.

"Transformation efforts aim at redesigning processes to significantly enhance performance or create entirely new ways of operating that align with strategic shifts."

- ABPMP CBOK, Chapter 7 - Process Transformation

Drivers for transformation include:

* Technological disruption
* Mergers or acquisitions
* Customer behavior changes

Reference: ABPMP CBOK, Chapter 7 - Process Transformation

NEW QUESTION # 74
Which statement is true regarding process modeling?

- A. It is a responsibility of the Information Technology (IT) department.
- B. It is the most important tool to secure the future of an organization.
- C. It is a tool that is primarily used by the managers and process owners.

- D. The model represents the process sufficiently for generating the expected result.

Answer: D

Explanation:
Process models should be created toaccurately and sufficiently represent how a process works, ensuring alignment with real operations and objectives. It's not limited to a specific department (like IT), but used across roles for analysis, improvement, and communication.
"A process model is a representation of the actual or desired process, sufficient for its intended purpose, such as understanding, analysis, communication, or automation."
- ABPMP CBOK, Chapter 2 - Process Modeling
Reference: ABPMP CBOK, Chapter 2 - Process Modeling

NEW QUESTION # 75

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