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### **ABPMP CBPA Exam Syllabus Topics:**

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

## ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q90-Q95):

### NEW QUESTION # 90

Why should all people involved in transformation projects use a commonly agreed upon terminology?

- A. To facilitate the implementation of information technology
- B. To communicate with executive teams
- C. To promote a common standard for understanding business process**
- D. To promote a common set of values in the organization

**Answer: C**

Explanation:

A shared vocabulary is essential to ensure clarity, avoid confusion, and allow seamless communication across all levels of stakeholders in transformation efforts. Terminology like "KPI," "process owner," "as-is/to-be" must be understood consistently.

"Agreed-upon terminology promotes shared understanding, facilitates collaboration, and avoids miscommunication across functional areas and hierarchical levels."

- ABPMP CBOK, Chapter 7 - Process Transformation

It ensures:

- \* Clear requirements and expectations
- \* Aligned interpretations of goals and outcomes
- \* More effective implementation and training

Reference: ABPMP CBOK, Chapter 7 - Process Transformation

### NEW QUESTION # 91

What best describes the value chain in an organization?

- A. Primary activities drive inputs that produce outputs that create value for customers
- B. Value is only created by value-added processes with the lowest cycle time
- C. The value created when products or services are produced for customers**
- D. Primary activities that generate value for customers

**Answer: C**

Explanation:

A value chain is the full range of activities required to create a product or service that has value to the customer. It includes both primary and support activities that contribute to delivering that value.

Reference: ABPMP CBOK, Chapter 1 - Introduction to BPM

### NEW QUESTION # 92

Enterprise technology refers to the concept of information technology (IT) resources and data that

- A. Represent one platform that is shared across an enterprise.**

- B. Are incumbent players in the enterprise technology space with industry templates.
- C. Are systems that have been in existence for many years.
- D. Are useful to conduct business with our customers and suppliers.

**Answer: A**

Explanation:

Enterprise technology includes IT resources that are shared across the enterprise, ensuring standardization, integration, and support for cross-functional processes.

"Enterprise technology refers to a unified IT environment that supports the entire organization, providing shared services, data access, and interoperability across functions."

- ABPMP CBOK, Chapter 10 - BPM Technology

Reference: ABPMP CBOK, Chapter 10 - BPM Technology

**NEW QUESTION # 93**

In most cases, how is an indicator of process performance quality expressed?

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

**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 # 94**

During process analysis, an understanding of the business environment is necessary to determine

- A. Stakeholder and shareholder feedback
- B. What technical requirements are necessary
- C. The process and enterprise goals
- D. How the process supports the goals of the organization

**Answer: D**

Explanation:

The business environment includes external and internal factors such as customer demands, competition, regulations, and economic conditions. Understanding this context helps determine whether the process supports strategic and operational goals.

"Understanding the business environment is key to evaluating if and how processes contribute to strategic objectives, regulatory compliance, and market competitiveness."

- ABPMP CBOK, Chapter 4 - Process Analysis

This alignment is necessary to:

- \* Prioritize process improvements
- \* Eliminate non-value-adding activities
- \* Ensure compliance and responsiveness

## NEW QUESTION # 95

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