

C-KPIP絶対合格 & C-KPIP最新資料



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>> C-KPIP絶対合格 <<

ハイパスレートのC-KPIP絶対合格一回合格-最新のC-KPIP最新資料

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The KPI Institute Certified KPI Professional Exam 認定 C-KPIP 試験問題 (Q72-Q77):

質問 # 72

Which of the following statements is a technique used for KPI data gathering?

- **A. Data gathering process map**
- B. KPI documentation form
- C. Sending reminder email
- D. Data custodian

正解: A

解説:

A data gathering process map is a technique because it structures how data is collected and moved through the organization-step-by-step-so that collection is consistent, repeatable, and auditable. While "sending reminder email" can support compliance with deadlines, it's not a robust data-gathering technique by itself; it's a communication tactic. A KPI documentation form is essential for defining the KPI (formula, frequency, thresholds, source), but it does not execute the collection process. "Data custodian" is a role, not a technique.

Data gathering challenges typically cluster around timeliness, completeness, and accuracy; process mapping addresses all three by clarifying the sequence of actions, defining controls (validations, reconciliation), and setting responsibilities and timelines. In practice, an effective process map includes trigger events (month-end close), system extract steps, data transformation rules, exception handling, and sign-off points. This reduces rework and "last minute spreadsheet chaos," and it improves trust in reported numbers-critical for KPI adoption and for turning metrics into decisions.

質問 # 73

In which stage of the Value Flow Analysis should "Budget (\$)" be allocated?

- **A. Input**
- B. Output
- C. Process
- D. Outcome

正解: A

解説:

In Value Flow Analysis, inputs are the resources invested to enable work to happen-money, people, time, tools, and materials. A budget is a financial resource allocated upfront (or periodically) to fund operations and initiatives, so it belongs in the Input stage. Outputs are what the process produces (e.g., number of completed services), the process stage focuses on how work is performed (cycle time, rework, utilization), and outcomes reflect the results achieved (customer satisfaction, retention, safety outcomes). Placing budget in "Input" supports a clear line of sight: inputs # process performance # outputs # outcomes. This structure helps teams design balanced dashboards: if outcomes are poor, you can assess whether input levels are sufficient, whether processes are inefficient, or whether outputs are misaligned with customer needs. A common selection mistake is treating budget itself as a KPI; the KPI is usually something like budget variance, cost per unit, or ROI-budget is the resource baseline. Mapping budget correctly in Value Flow Analysis improves planning, accountability, and performance analysis.

Batch 6 (Questions 26-30)

質問 # 74

Which of the following phrases can convert into a KPI the statement: "Customers evaluated the service quality as being high"?

- A. Quality services
- **B. Service quality rating**
- C. Achieve high service quality
- D. Service quality project

正解: B

解説:

To convert a statement into a KPI, you need a quantifiable measure that can be consistently collected.

"Service quality rating" implies a numeric score (e.g., 1-5, 1-10, CSAT-style rating, or a weighted index), which can be tracked over time, compared to a target, and analyzed by segment/channel. "Achieve high service quality" is an objective (a desired outcome, not a measure). "Service quality project" is an initiative (an activity intended to improve results). "Quality services" is vague and not operationally measurable. Strong KPI selection also requires defining the calculation method (average rating, top-box %, index), data source (post-interaction survey, mystery shopping, QA audits), and frequency. A key measurement challenge here is bias and sampling: ratings can skew based on who responds. Mitigations include minimum response thresholds, consistent survey timing, and separating "experience" ratings from operational drivers (e.g., response time). A well-defined rating KPI enables root-cause analysis and prioritization of improvement actions.

質問 # 75

Which KPI best measures the achievement of the following objective: "Improve employee skills & competencies"?

- A. Managers satisfied with new recruits 10 weeks into the role (%)
- B. Leadership communication sessions (#)
- C. Internal customers satisfied (%)
- **D. Employees with performance plans in place (%)**

正解: D

質問 # 76

Which of the statements represents an objective?

- A. Reach \$1M in revenues by 2013
- B. Achieve 50% growth in profits
- C. Improve business profitability
- **D. All the answers**

正解: D

解説:

Objectives describe desired results or direction, and they can be expressed either qualitatively ("Improve business profitability") or as quantified targets ("Reach \$1M in revenues by 2013," "Achieve 50% growth in profits"). All three statements (A, C, D) can represent objectives: they articulate what success looks like, even though A and D include numeric targets and timeframes (which makes them closer to SMART-style objectives). KPIs, by contrast, are the measures used to track progress (e.g., net profit, revenue growth rate), and initiatives are the actions taken (e.g., pricing optimization project). Therefore "All the answers" is correct. A common confusion is treating a fully quantified objective as a KPI; the difference is that an objective sets intent and desired outcome, while a KPI is the metric definition you monitor continuously (with formula, data source, owner, frequency). In practice, an objective like "Achieve 50% growth in profits" would be monitored by KPIs such as profit growth %, net profit \$, and margin %, plus leading drivers to make it actionable.

質問 # 77

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C-KPIP最新資料: <https://www.passtest.jp/The-KPI-Institute/C-KPIP-shiken.html>

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