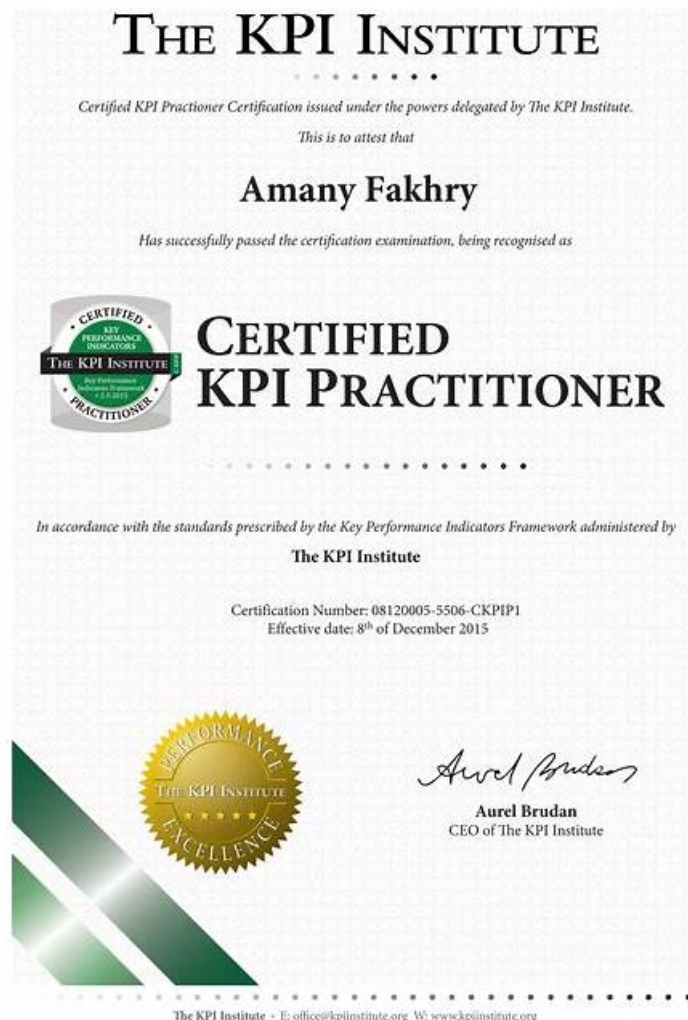


正確なC-KPIP | 有効なC-KPIP日本語受験攻略試験 | 試験の準備方法Certified KPI Professional Exam復習 資料



P.S. Xhs1991がGoogle Driveで共有している無料かつ新しいC-KPIPダンプ： https://drive.google.com/open?id=16HIoU_3Quv0vRX3IOWUHs6ki7r-mB21e

チャンスはいつも準備がある人のために存在しています。IT業界で就職する前に、あなたはThe KPI InstituteのC-KPIP試験に合格したら、あなたに満足させる仕事を探す準備をよくしました。The KPI InstituteのC-KPIP試験に合格しがたいですが、我々Xhs1991の提供するThe KPI InstituteのC-KPIP試験の資料を通して多くの人は試験に合格しました。あなたはその中の一員になりたいですか。我々の商品にあなたを助けさせましょう。

The KPI Institute C-KPIP Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: KPI Selection and Alignment	25%	- Cascading KPIs across organizational levels - Linking KPIs to strategy and objectives - Selection criteria and techniques - Alignment with business goals and initiatives

Topic 2: Data Gathering, Quality and Reporting	15%	- Data sources, collection and validation - Data quality dimensions and improvement - Activation and visualization tools - Reporting, dashboards and interpretation
Topic 3: Understanding and Classifying KPIs	20%	- SMART criteria and definition rules - KPI lifecycle and logic - Typology: leading/lagging, efficiency/effectiveness, qualitative/quantitative - Taxonomy and classification frameworks
Topic 4: The World of KPIs	15%	- Challenges in performance measurement - Value and role of KPIs - Concepts, terminology and governance - Organizational levels and application
Topic 5: KPI Documentation and Standardization	15%	- Documentation form design and components - Standardized templates and libraries - Ownership, frequency and data definitions
Topic 6: Target Setting and Performance Goals	10%	- Target setting methodologies and best practices - Common mistakes and behavioral issues - Benchmarking and comparison

>> C-KPIP日本語受験攻略 <<

The KPI Institute C-KPIP日本語受験攻略は主要材料 & C-KPIP復習資料

市場で高い評価を得ている責任ある企業として、スタッフと従業員を厳格な信念を持って訓練し、C-KPIP学習教材に関する問題を24時間年中無休で支援しました。私たちとの購入活動を終えたとしても、C-KPIP試験問題に関する思いやりのあるサービスを提供しています。そして、C-KPIPトレーニングガイドを随時更新します。C-KPIPスタディガイドを更新したら、お客様に自動送信します。お支払い後1年間、C-KPIP学習準備の更新をお楽しみいただけます。

The KPI Institute Certified KPI Professional Exam 認定 C-KPIP 試験問題 (Q51-Q56):

質問 # 51

Which of the following KPIs measures customer advocacy?

- A. All the answers
- B. Cross-sell (%)
- C. Complaints (#)
- **D. Net Promoter Score (NPS) (%)**

正解: D

解説:

Customer advocacy is about a customer's willingness to recommend your product/service to others. Net Promoter Score (NPS) is specifically designed to measure this recommendation intent, making it the most direct advocacy KPI among the options. "Complaints (#)" is typically a service quality/problem indicator; fewer complaints may correlate with higher advocacy but complaints are not an advocacy measure-they capture negative feedback volume, often influenced by customer base size and reporting behavior. "Cross-sell (%)" reflects customer expansion behavior and may indicate loyalty or product fit, but it is not the same as advocacy; customers can buy more without actively recommending. Therefore "All the answers" is incorrect because only one option is explicitly an advocacy metric. In KPI selection, context matters: NPS works best when survey design is consistent (sampling, timing, channel), and it should be paired with diagnostic measures (reasons for score, key drivers like resolution time and quality). A frequent pitfall is treating NPS as the only "customer metric"; it's more actionable when combined with operational drivers and segmented analysis.

質問 # 52

For "Project delivery by 30 November 2020", the trend is good when:

- A. Within range
- B. Increasing
- C. This is not a KPI
- D. Decreasing

正解: C

解説:

"Project delivery by 30 November 2020" is not a KPI as written; it is a milestone/initiative statement with a deadline. KPIs are ongoing, continuously measurable indicators (with a repeatable formula, frequency, and trend). A single-date delivery commitment is better treated as an initiative plan element or a project milestone.

To convert this into a KPI, it should be expressed as a measurable, repeatable indicator such as "% projects delivered on time," "schedule variance," "earned value schedule performance index," or "milestones achieved on time (%)." The concept of "trend is good when increasing/decreasing" also doesn't cleanly apply to a one-off due date. This question highlights a core learning objective: differentiate between objectives/initiatives and KPIs. A common pitfall is filling dashboards with project deadlines, which provides visibility but not ongoing performance management. Proper KPI selection ensures measures can be tracked consistently across periods and compared against targets, enabling analysis and continuous improvement rather than only checking whether a single delivery date was met.

質問 # 53

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

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

正解: C

質問 # 54

Which of the following statements is a KPI used by a facility maintenance team?

- A. Air purity in the production area
- B. Develop a succession plan within 2 months
- C. Safety
- D. None of the answers

正解: A

解説:

A KPI is a measurable indicator used to monitor performance over time. "Air purity in the production area" is measurable (e.g., particulate count, ppm, ISO cleanroom class), can be tracked at a defined cadence, and can be assigned an owner and target-so it fits KPI criteria. "Safety" is typically an objective/theme (important but not directly measurable unless expressed as an indicator like LTIFR, incident rate, near-miss rate). "Develop a succession plan within 2 months" is an initiative/milestone (a one-time deliverable with a deadline), not an ongoing performance measure. Good KPI practice also requires a clear definition, formula, data source, and tolerance bands; air purity supports operational control and compliance, making it suitable for a facility maintenance context. A common pitfall is confusing broad concepts (like "Safety") with KPIs; turning them into quantified indicators is what makes them actionable.

質問 # 55

Which KPI should be used to balance "First call resolution rate (%)"?

- A. Calls per staff (#)
- B. Calls per hour (#)
- C. Improve call resolution
- D. Call duration (# / time)

正解： D

解説:

Balancing KPIs helps prevent unintended behaviors and gaming. "First call resolution rate (%)" can be improved in ways that increase cost or reduce efficiency (e.g., agents spending excessive time on calls to ensure resolution). The most appropriate balancing KPI among the options is call duration, because it captures the efficiency trade-off: higher resolution is good, but not if it requires unreasonably long calls that reduce capacity and increase wait times. "Calls per hour" or "calls per staff" are also productivity indicators, but call duration is more directly linked to the behavior that can inflate first-call resolution-staying on the phone longer. "Improve call resolution" is an objective/initiative phrasing, not a KPI. A common measurement challenge is optimizing one metric at the expense of another; balancing creates a guardrail that keeps performance improvements sustainable. In practice, contact centers often balance first-call resolution with average handle time, customer satisfaction, and repeat contact rate to ensure resolution quality and efficiency. Proper KPI documentation should define call duration calculation (talk time vs wrap-up included), exclusions, and targets that reflect service complexity.

質問 # 56

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C-KPIP復習資料: <https://www.xhs1991.com/C-KPIP.html>

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さらに、Xhs1991 C-KPIPダンプの一部が現在無料で提供されています：https://drive.google.com/open?id=16HloU_3Quv0vRX3IOWUHs6ki7r-mB21e