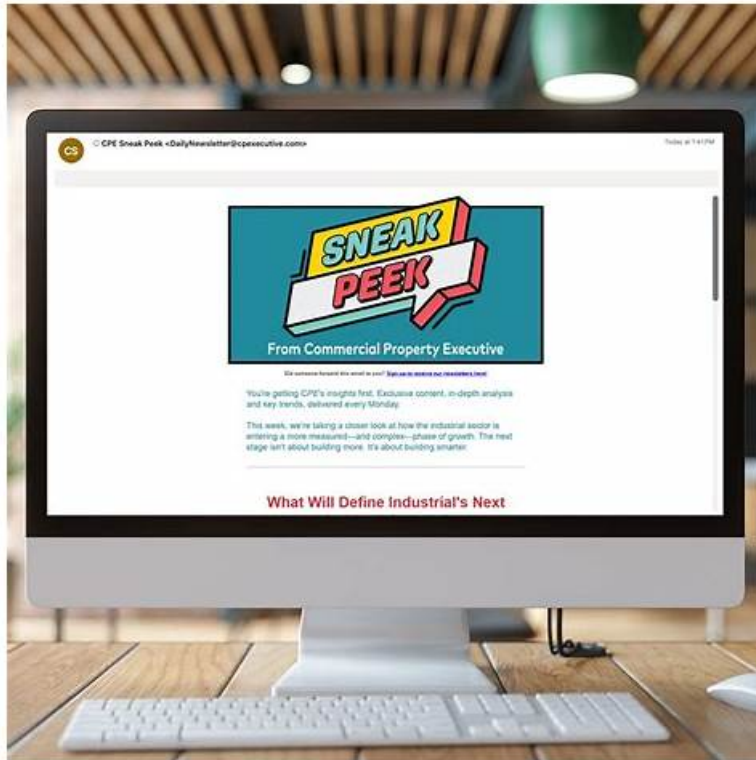


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The KPI Institute Certified KPI Professional Exam Sample Questions (Q61-Q66):

NEW QUESTION # 61

Which of the following KPIs measures customer advocacy?

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

Answer: B

Explanation:

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.

NEW QUESTION # 62

Initiatives should start with:

- A. KPI
- B. Value drivers
- C. Verbs
- **D. Nouns**

Answer: D

Explanation:

Initiatives are typically framed as named programs, projects, or implementations, and they commonly start with nouns (e.g., "CRM implementation," "Customer feedback system rollout," "Lean redesign program," "Training program"). This naming convention distinguishes initiatives from objectives, which usually start with action verbs (Increase/Improve/Reduce). While initiatives do involve actions, they are often referred to as "the thing" being executed (a project), hence noun-led phrasing. This helps keep a clean separation in a performance management system: objectives define what results you want, KPIs define how you measure results, and initiatives define what work you will do to change results. A frequent pitfall is writing initiatives as objectives (e.g., "Improve onboarding"), which blurs whether it's a desired result or a project. Another pitfall is writing initiatives as KPIs ("Implement CRM by date") and then treating a milestone as ongoing performance. Clear language conventions make cascading and reporting cleaner and support governance: projects are tracked via milestones and delivery KPIs, while business outcomes are tracked via performance KPIs.

NEW QUESTION # 63

Which type of graph is ideal for trend analysis?

- A. Bullet graphs
- B. Spaghetti charts
- C. Scatter graphs
- **D. Line charts**

Answer: D

Explanation:

Line charts are ideal for trend analysis because they show changes over time clearly, highlight directionality (improving/declining), and help spot patterns such as seasonality, step-changes, and volatility. For KPIs, trend matters as much as current status: a KPI slightly below target but improving steadily can require a different action than a KPI above target but deteriorating. Spaghetti charts often become unreadable when too many lines are plotted, making them risky for decision-making. Bullet graphs are excellent for showing current performance versus target and thresholds in a compact way, but they are not primarily a trend visualization unless combined

with time series. Scatter graphs are best for relationships/correlation between variables (e.g., call duration vs first-call resolution) rather than time trends. A common measurement challenge is overreacting to short-term noise; line charts support better interpretation when paired with consistent time intervals, rolling averages where appropriate, and clear annotations for major events (policy changes, launches) that explain shifts. This improves KPI "signal vs noise" and leads to more stable performance management.

NEW QUESTION # 64

Which KPI measures the achievement of the following objective: "Build an environment that fosters creativity and innovation"?

- **A. Innovation ideas from staff (#)**
- B. Obtaining 3 new patents by the end of the financial year
- C. Training hours per full-time equivalent (FTE) (#)
- D. Employees meeting continuing professional development requirements (%)

Answer: A

Explanation:

An environment that fosters creativity and innovation should produce a higher volume of ideas generated, shared, and discussed. "Innovation ideas from staff (#)" is a practical KPI for capturing participation and ideation activity, especially as a leading indicator in organizations where patents are rare or long-cycle. Option C is phrased as a target/initiative outcome with a deadline (and patents are context-specific, often not applicable to many businesses). Options B and D relate to learning and development; they may support innovation capability but do not directly measure whether an innovation culture is emerging. A key measurement challenge is ensuring idea counts don't become a vanity metric—people might submit low-quality ideas to inflate numbers. Mitigations include defining what qualifies as an "idea" (submitted into a system with basic completeness), and balancing with an outcome KPI such as "% ideas implemented" or "value realized from implemented ideas." Context matters: in R & D-heavy firms, patents may be relevant; in service organizations, ideation and implementation rates are often more actionable.

NEW QUESTION # 65

In which stage of the Value Flow Analysis should "Customer satisfaction (%)" be monitored?

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

Answer: B

Explanation:

Customer satisfaction is an Outcome KPI because it measures the end result experienced by the customer, not the internal activity or resources used. Inputs are what you invest (budget, staffing), process KPIs describe how work is executed (cycle time, error rate), and outputs capture deliverables produced (orders delivered, requests resolved). Satisfaction reflects whether those outputs met customer expectations in quality, timeliness, and overall experience. It is also often used at organizational scorecard level, with departmental dashboards showing the operational drivers that influence it (response time, first-contact resolution, defect rate, on-time delivery). Measurement challenges include survey bias, response rate, timing (immediately after interaction vs periodic), and consistency of the rating scale. Proper activation includes setting a clear survey method, minimum sample sizes, segmentation rules, and a reporting cadence aligned with decision cycles. A common pitfall is using satisfaction without driver metrics—teams can see the score but can't identify what to improve. Linking outcome KPIs to leading indicators makes performance management actionable.

NEW QUESTION # 66

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