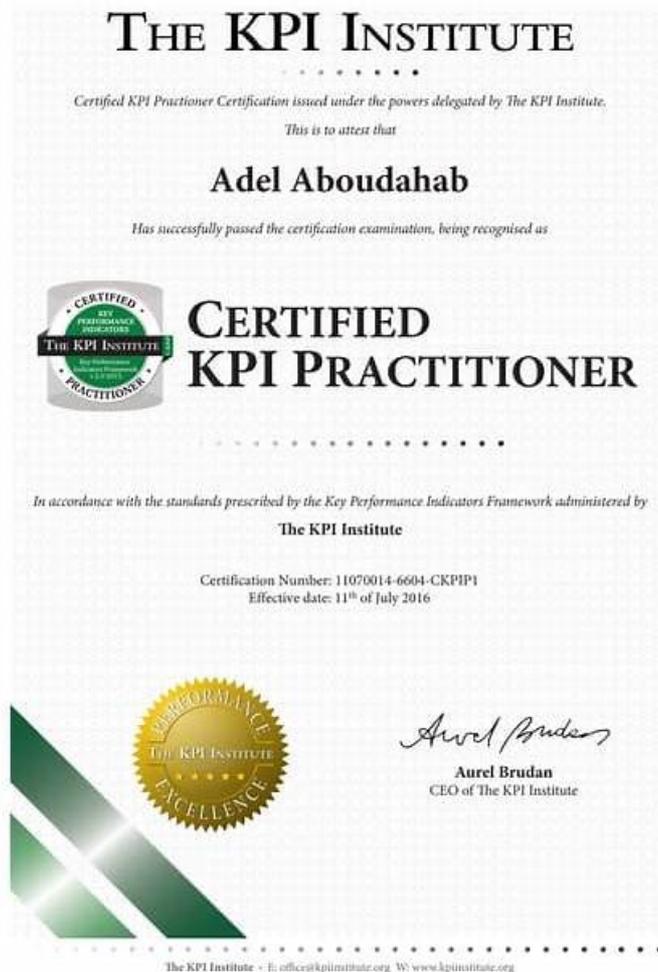


# The KPI Institute C-KPIP Valid Test Pass4sure - C-KPIP Pass Leader Dumps



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## The KPI Institute Certified KPI Professional Exam Sample Questions (Q38-Q43):

### NEW QUESTION # 38

Which start target would you propose for "Training hours per year per employee (#)", tracked at organizational level?

- A. 0
- B. 1
- C. 2
- **D. 3**

**Answer: D**

Explanation:

A realistic organizational start target for training hours per employee per year is typically in the tens of hours, not hundreds. Among the options, 24 hours (roughly 2 hours per month) is the most plausible baseline target that many organizations can operationalize without overwhelming workloads. Targets like 180 or 240 hours per year would imply ~4.5-6 hours of training every week for every employee-possible only in training-intensive environments (e.g., apprenticeships, regulated operations with heavy certification) and generally unrealistic as a universal organizational target. Four hours per year is often too low to meaningfully sustain skills development, especially where capability building is a strategic priority. Context matters: compliance-heavy industries may require higher minimums; knowledge work may focus more on outcomes (skills attained) than hours. Measurement challenges include counting only meaningful learning (not passive attendance) and capturing informal learning. Best practice is to balance training hours (input) with competency attainment KPIs (outcome) to ensure the learning translates into capability.

### NEW QUESTION # 39

Which of the following KPIs reflects the outcome of the recruitment process?

- **A. New employees passing probation period (%)**
- B. Time to recruit (# / time)
- C. Job offer acceptance rate (%)
- D. Applications per job requisition (#)

**Answer: A**

Explanation:

An outcome KPI reflects the end result of a process, not just its activity or speed. "New employees passing probation period (%)" best reflects the quality and fit outcome of recruitment-whether hires succeed after joining and meeting performance expectations. "Time to recruit" is a process efficiency KPI (cycle time).

"Applications per job requisition" is an input/volume indicator (top-of-funnel). "Job offer acceptance rate" is an intermediate outcome in the recruitment funnel, but it does not confirm that the hires are effective once onboarded. Probation pass rate connects recruitment (selection) to downstream performance and retention risk, making it more outcome-oriented. Measurement challenges include ensuring consistent probation criteria across managers and roles, and avoiding bias or inconsistent standards. Activation should define probation duration, pass/fail rules, exclusions (role changes, layoffs), and segmentation by role family to identify where recruitment quality is strong or weak. This KPI is often balanced with speed measures (time to recruit) to avoid a "slow but perfect" hiring process that harms business needs.

### NEW QUESTION # 40

Which is the calculation formula for "On-time arrivals (%)"?

- A.  $[(B \# A) / B] * 100$ , where A = # On-time arrivals and B = # Arrivals
- **B.  $(A / B) * 100$ , where A = # On-time arrivals and B = # Arrivals**
- C.  $(A_1 + A_2 + \dots + A_n) / n$ , where A = trip completion time (days) and n = # Trips completed
- D. None of the answers

**Answer: B**

Explanation:

"On-time arrivals (%)" is a classic ratio KPI : the number of arrivals that met the on-time definition divided by total arrivals, multiplied by 100. Option B matches that structure directly:  $(\text{on-time arrivals} / \text{total arrivals}) \times 100$  . Option A calculates the complement (late arrivals as a percentage), not on-time arrivals.

Option D is an average duration calculation, which is a different type of measure (cycle time) and not an on- time percentage. A key measurement challenge is defining "on-time" precisely-e.g., arrival within 5 minutes of schedule, or within a contractual window. The KPI documentation should specify: time window, inclusion /exclusion rules (canceled trips, rescheduled arrivals), time source (system timestamp vs manual entry), and how partial data is handled. Without consistent definitions, the KPI becomes easy to dispute and hard to improve. This KPI is also sensitive to data accuracy (clock sync, GPS timestamps), so activation should include data validation checks and ownership for corrections.

#### NEW QUESTION # 41

Which KPI measures the achievement of the following objective: "Contribute to organizational productivity"?

- A. Team man-hours per service requests processed (#)
- B. Processes (#)
- C. Budget variance (%)
- D. Internal customer satisfaction index (%)

**Answer: A**

Explanation:

Organizational productivity is about output achieved relative to input effort/resources. "Team man-hours per service requests processed" is a direct productivity/efficiency KPI because it expresses labor effort per unit of output . Lower man-hours per request (while maintaining quality) typically indicates improved productivity. Budget variance is financial control, not productivity. Number of processes is a structural count and not a performance measure. Internal customer satisfaction is an outcome measure of service quality, valuable but not productivity. A measurement challenge for man-hours per request is ensuring accurate time capture and consistent definition of a "service request" (complexity varies). Good practice is to segment by request type/complexity or use weighted units to avoid penalizing teams handling harder work. This KPI should also be balanced with effectiveness/quality measures (rework, errors, satisfaction) to prevent speed at the expense of service quality. In cascading dashboards, executives may track high-level productivity trends, while departments track drivers (workload mix, automation rate, first-time resolution) that explain changes in man-hours per request.

#### NEW QUESTION # 42

Which of the following KPIs measures customer advocacy?

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

**Answer: D**

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 # 43

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