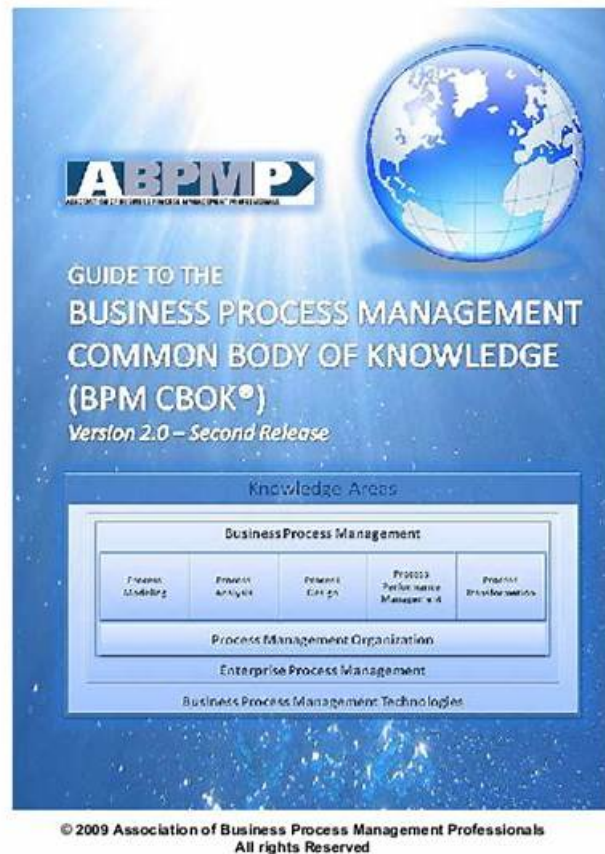


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ABPMP CBPA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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.
Topic 2	<ul style="list-style-type: none">• Process Analysis: This section of the exam measures the skills of Process Analysts and covers methods for examining business processes to identify inefficiencies and areas for enhancement. It involves data collection, performance metrics, and root cause analysis to inform process improvement initiatives.

Topic 3	<ul style="list-style-type: none"> • Process Transformation: This section of the exam measures the skills of Business Analysts and covers strategies for significant process changes. It addresses change management, stakeholder engagement, and approaches to transitioning from current to improved process states.
Topic 4	<ul style="list-style-type: none"> • 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.
Topic 5	<ul style="list-style-type: none"> • 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.

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ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q124-Q129):

NEW QUESTION # 124

What drives Business Process Management process governance?

- A. Technology
- **B. Performance**
- C. Operations
- D. Execution

Answer: B

Explanation:

The core driver of BPM governance is performance—specifically, the need to ensure that processes are aligned with business objectives and are performing at acceptable levels. Governance structures (like steering committees and process owners) exist to monitor, review, and adjust processes based on performance data.

"Governance in BPM ensures that processes are monitored and managed to meet performance targets. This requires oversight, accountability, and adjustments based on KPI trends."

- ABPMP CBOK, Chapter 9 - Process Organization; Chapter 6 - Process Performance Management Governance includes:

- * Establishing ownership and accountability
- * Setting performance expectations
- * Reviewing KPIs and continuous improvement actions

Reference: ABPMP CBOK, Chapters 6 & 9

NEW QUESTION # 125

What is meant by Continuous Process Improvement?

- A. The possibility to boost salaries and bonus plans for employees
- B. Additional obligations to process owners but not top management
- **C. It allows for continuous evaluation of process performance within the BPM life cycle**

- D. The ability to improve the process at any time applying agile techniques

Answer: C

Explanation:

Continuous process improvement (CPI) is a key concept in BPM that supports the ongoing evaluation of performance metrics, enabling evidence-based adjustments throughout the process lifecycle.

"CPI is the foundation for sustaining operational excellence, ensuring that processes are consistently measured, analyzed, and optimized to meet evolving business needs."

- ABPMP CBOK, Chapter 6 - Process Performance Management

Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

NEW QUESTION # 126

What is an indication of "process culture" in an organization?

- A. Social events promote "big wins" for improving processes.
- **B. The enterprise is structured, organized, managed, and measured around its primary business processes.**
- C. There are incentive rewards for process orientation.
- D. KPIs are aligned through the various management layers and across functions.

Answer: B

Explanation:

A strong process culture exists when the organization is structured and managed around its primary business processes, not just its departments. This implies that processes drive accountability, metrics, and improvement.

"Process culture means the organization is aligned around its core business processes, making them visible, managed, and continuously improved by everyone."

- ABPMP CBOK, Chapter 9 - Process Organization

Reference: ABPMP CBOK, Chapter 9 - Process Organization

NEW QUESTION # 127

Which is the best description for a RACI chart?

- A. It shows the relationships of roles in a project database
- B. A diagram that shows the structure of an organization, its job roles, and reporting relationship hierarchies
- **C. It describes responsibilities by role for communicating and completing tasks or deliverables for a project or business process**
- D. A framework for assigning roles for a full strategic planning and management system

Answer: C

Explanation:

A RACI chart (Responsible, Accountable, Consulted, Informed) is a responsibility assignment matrix used to clarify who does what in a process or project. It is a powerful tool for role definition and communication, ensuring that there is no ambiguity regarding task ownership.

"A RACI matrix is a tool to define the roles and responsibilities for process tasks and deliverables. It prevents overlaps or gaps by assigning one or more roles to each activity using RACI codes."

- ABPMP CBOK, Chapter 9 - Process Organization

Typical RACI roles:

- * Responsible: Who performs the task
- * Accountable: Who owns the result
- * Consulted: Who provides input
- * Informed: Who needs updates

Reference: ABPMP CBOK, Chapter 9 - Process Organization

NEW QUESTION # 128

Which is NOT a basic principle of Business Process Management (BPM)?

- Answer: D**

Reference: ABPMP CBOK, Chapter 1 - BPM Overview

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