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Beyond knowing the answer, and actually understanding the C-KPIP test questions puts you one step ahead of the test. Completely understanding a concept and reasoning behind how something works, makes your task second nature. Your C-KPIP test questions will melt in your hands if you know the logic behind the concepts. Any legitimate C-KPIP Test Questions should enforce this style of learning - but you will be hard pressed to find more than a C-KPIP test questions anywhere other than Exams-boost.

The KPI Institute Certified KPI Professional Exam Sample Questions (Q76-Q81):

NEW QUESTION # 76

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

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

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 # 77

Which value driver will influence "Service quality index"?

- A. Backlog orders (#)
- B. Staff trained (%)
- C. None of the answers
- D. Orders processed per day

Answer: C

NEW QUESTION # 78

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

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

Answer: A

NEW QUESTION # 79

As part of the Value Flow Analysis, Process KPIs reflect:

- A. All the answers
- B. Resource allocation
- C. Transformation characteristics
- D. The impact of outputs generated

Answer: C

Explanation:

Process KPIs are intended to measure the transformation and flow of work-how efficiently and reliably inputs are converted into outputs. That is why "transformation characteristics" is the best fit. Examples include lead time, cycle time, first-pass yield, rework rate, utilization, and productivity measures that describe how the process operates. "Resource allocation" is typically associated with inputs (people, budget, capacity), while "the impact of outputs generated" aligns more with outcomes (customer satisfaction, retention, safety results). Mixing these concepts blurs the cause-and-effect structure that Value Flow Analysis is designed to enforce. A key measurement challenge is selecting process KPIs that teams can control and that truly predict downstream results; overly abstract or cross-functional measures can create disputes and lack of ownership.

Effective KPI systems map a clear chain: input KPIs explain resourcing, process KPIs explain operational performance, output KPIs explain delivery volume/quality, and outcome KPIs explain value realized. Keeping process KPIs focused on transformation makes dashboards more actionable and reduces tunnel behavior.

NEW QUESTION # 80

How often would you recommend collecting data and reporting on "Employee engagement (%)"?

- A. Biannually
- B. Daily
- C. Monthly
- D. Weekly

Answer: A

Explanation:

Employee engagement is typically measured through structured surveys that require adequate participation, thoughtful analysis, and follow-up actions-so a biannual cadence is commonly appropriate. Engagement doesn't meaningfully change day-to-day, and collecting it too frequently can create survey fatigue, lower response quality, and reduce trust in the process. Monthly or weekly engagement reporting is rarely practical unless using lightweight "pulse" methods, and even then, the primary KPI is usually tracked less frequently with pulses as supporting diagnostics. Activation considerations include ensuring anonymity, consistent survey questions, clear segmentation rules (to protect confidentiality), and a structured action-planning cycle after results are reported. One major measurement challenge is turning engagement scores into action; reporting must align with manager enablement, communication plans, and initiatives that address the drivers of engagement. Biannual measurement provides enough time to implement changes and observe movement while maintaining a reliable baseline. In scorecards, engagement is often treated as an organizational-level outcome KPI supported by leading indicators such as manager 1:1 completion rate, training completion, workload balance metrics, and retention.

NEW QUESTION # 81

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