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**The KPI Institute Certified KPI Professional Exam Sample Questions (Q75-Q80):**

### NEW QUESTION # 75

Which of the following KPIs will influence "Service backlog (#)"?

- A. Service lead time (# / time)
- B. Revenue (\$)
- C. Service complaints responded to (%)
- D. Productivity

**Answer: A**

Explanation:

A service backlog is the volume of pending work not yet completed. The most direct operational KPI among the options that influences backlog is service lead time (how long it takes to complete a service request from initiation to closure). When lead time increases, work stays open longer, and the backlog tends to grow unless intake demand falls. Conversely, reducing lead time (through better scheduling, capacity planning, process improvements, or fewer reworks) helps clear work faster and prevents backlog accumulation. Revenue is typically an outcome financial KPI and does not directly control queue volume. "Service complaints responded to (%)" reflects responsiveness to complaints; it may improve satisfaction but does not necessarily reduce total pending service volume. "Productivity" is too vague as written (it needs a clear formula, e.g., jobs completed per technician per day) and therefore is less defensible than a specific cycle-time measure. In KPI systems, backlog is usually balanced with capacity and flow KPIs (arrival rate, completion rate, lead time).

Measurement challenges include consistent definitions of "open" vs "closed," and ensuring timestamps are accurate to avoid distorted lead-time and backlog analysis.

### NEW QUESTION # 76

Which of the statements represents an objective?

- A. Active running projects
- B. Feedback system implementation
- C. Nurture a learning environment that fosters creativity and innovation
- D. Quality assurance

**Answer: C**

Explanation:

An objective should express a desired outcome or direction using clear action-oriented language. "Nurture a learning environment that fosters creativity and innovation" is an objective because it states what the organization aims to build and improve. "Feedback system implementation" is an initiative (a specific project /action). "Quality assurance" is a vague concept or function; it is not written as an objective unless phrased as an outcome (e.g., "Improve quality assurance effectiveness"). "Active running projects" is descriptive and not an objective. Clear objectives help KPI selection by defining what success means; then KPIs quantify progress (e.g., innovation ideas submitted, learning participation, skills attainment, engagement). A common pitfall is using nouns or department names ("Quality assurance") as objectives, which creates ambiguity and makes KPI selection arbitrary. Good practice is to phrase objectives with action verbs and results orientation, then cascade them into supporting objectives and KPIs at department and individual levels. This ensures alignment and avoids teams optimizing activities that don't move the intended organizational outcomes.

### NEW QUESTION # 77

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

- A. None of the answers
- 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.  $[(B \# A) / B] * 100$ , where A = # On-time arrivals and B = # Arrivals

**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 # 78

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: A**

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 # 79

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

- A. New employees passing probation period (%)
- B. Job offer acceptance rate (%)
- C. Time to recruit (# / time)
- 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 # 80

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Employees—Reference is made to this table, so it needs to be included here C-KPIP for clarity, An enterprise often contains a variety of applications that operate independently but must work together in a unified manner.

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