

高品質なThe KPI Institute C-KPIP学習指導 &合格スムーズC-KPIP問題集 |効率的なC-KPIP無料過去問



インターネット時代に当たるなので、パソコン上のThe KPI InstituteのC-KPIP試験についての情報は複雑で区別するのは困難なことであると思われます。それで、我々Tech4Examの高質で完備なC-KPIP問題集を勧めて、あなたの資料を選んでかかる時間のロスを減少し、もっと多くの時間を利用してC-KPIP問題集を勉強します。

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>> C-KPIP学習指導 <<

The KPI Institute C-KPIP問題集 & C-KPIP無料過去問

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The KPI Institute Certified KPI Professional Exam 認定 C-KPIP 試験問題 (Q73-Q78):

質問 # 73

Which KPI is suitable for measuring the following objective: "Improve process performance"?

- A. Hours spent on process improvement (#)
- B. Processes (#)
- C. Deliver process performance improvement project by 31 December
- D. Processes improved to the desired level (%)

正解: D

解説:

An objective states the desired direction ("Improve process performance"), while a KPI should quantify progress toward that outcome. "Processes improved to the desired level (%)" directly measures the extent to which processes have reached a defined performance standard, making it a strong KPI candidate. Option A is an initiative milestone (a project deliverable with a deadline), not an ongoing performance indicator. Option B measures effort (hours spent), which can be gamed and does not guarantee performance improvement. Option C ("# Processes") is a count that does not reflect improvement or performance level. For KPI quality, "desired level" must be defined (e.g., cycle time # X, defect rate # Y, compliance # Z) and verified consistently, otherwise the KPI becomes subjective. A common measurement challenge is attributing improvements: teams may "optimize" processes on paper without measurable gains. Strong KPI activation includes clear criteria, baseline measurement, periodic audits, and linkage to outcome KPIs (customer satisfaction, cost per unit) so improvements translate into business value.

質問 # 74

Which KPI is suitable for balancing "Hotel occupancy (%)"?

- A. Retained customers (%)
- B. Occupancy at full rate (%)
- C. Available capacity (#)
- **D. Revenue per available capacity unit (\$)**

正解: D

解説:

Hotel occupancy can be increased by discounting heavily, which may raise occupancy but reduce profitability and revenue quality. A strong balancing KPI is revenue per available capacity unit (commonly RevPAR- revenue per available room), because it combines volume (occupancy) with price (rate) into a revenue effectiveness measure. This prevents "fill rooms at any price" behavior and keeps the focus on value, not just volume. "Retained customers (%)" can be relevant for loyalty strategy, but it is not the most direct balance to occupancy in daily revenue management. "Occupancy at full rate (%)" can be a useful diagnostic, but RevPAR is the more standard balancing KPI that captures the economic trade-off. "Available capacity (#)" is a resource figure, not a performance balance. Measurement challenges include seasonality and segment mix; activation should track occupancy and RevPAR by channel/segment to understand whether occupancy gains come from healthy pricing or discounting. Balanced KPIs support sustainable revenue optimization.

質問 # 75

Fill in the blank word: "A measurable expression for the achievement of a desired level of results in an area relevant to the evaluated _____'s activity."

- A. Organization
- B. Team
- C. Company
- **D. Entity**

正解: D

解説:

A KPI is commonly defined as a measurable expression of performance in an area relevant to the evaluated entity's activity. "Entity" is the most inclusive and correct term because KPI systems can be applied at multiple levels and units: an organization, a department, a team, an individual, a facility, a program, or even a supplier relationship- each can be an "entity" being evaluated. Using "company" or "organization" narrows the scope unnecessarily, and "team" is too specific. This definition supports cascading: the same KPI principles apply whether you're evaluating the whole enterprise (strategic outcomes), a department (operational performance), or an individual (role-relevant contribution). It also reinforces proper design: KPIs must align to the entity's objectives, be controllable where possible, and be supported by reliable data. A common pitfall is selecting KPIs that do not match the evaluated entity's sphere of influence, leading to frustration and disengagement. Using "entity" in the definition emphasizes that KPI design must be tailored to context and accountability.

質問 # 76

Which of the following statements is an initiative?

- A. Reduce operational ... (incomplete statement)
- B. None of the answers
- C. CRM system implementation project
- D. Processes optimized (%)

正解: C

解説:

An initiative is a specific action or project undertaken to improve performance. "CRM system implementation project" is clearly an initiative: it describes a defined piece of work with a deliverable (implement a CRM), typically with scope, timeline, and ownership. "Processes optimized (%)" is a KPI because it represents an ongoing measurable indicator of performance (assuming "optimized" is defined).

"Reduce operational ..." appears incomplete, but even when complete (e.g., "Reduce operational cost"), it would typically be an objective (desired outcome) rather than an initiative, unless phrased as a concrete project (e.g., "Implement cost reduction program"). Distinguishing objectives, KPIs, and initiatives is essential: objectives state what you want, KPIs measure progress, and initiatives are what you do to improve results. A common pitfall is listing initiatives as KPIs ("Implement CRM by date"), which leads to milestone tracking rather than ongoing performance management. In implementation planning, initiatives should be linked to the KPI(s) they influence, with clear hypotheses about expected impact.

質問 # 77

In which stage of the Value Flow Analysis should "Time to complete an order (# / time)" be monitored?

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

正解: A

解説:

"Time to complete an order" is a cycle time/lead time measure that describes how work flows through the system-how long the process takes from start to finish. In Value Flow Analysis, this is a Process KPI because it reflects the transformation/flow characteristics rather than the resources invested (inputs), the deliverables produced (outputs), or the end results achieved (outcomes). Monitoring cycle time helps identify bottlenecks, delays, rework loops, and capacity constraints. It is also a leading indicator for customer-facing outcomes such as satisfaction and on-time delivery. A common KPI measurement challenge is inconsistent start/end timestamps (e.g., "order received" vs "order approved" vs "order entered"), which can make cycle time incomparable across teams. Proper KPI documentation should specify the exact start and end events, data source fields, exclusions (canceled orders), and the reporting statistic (average, median, percentile). In dashboards, cycle time is often balanced with quality KPIs (error rate, rework) to avoid speeding up at the expense of accuracy.

質問 # 78

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C-KPIP問題集: <https://www.tech4exam.com/C-KPIP-pass-shiken.html>

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