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Process Analyst	
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### ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q108-Q113):

#### NEW QUESTION # 108

Which statement is true regarding delivery dates, capacity, and productivity related to the business processes?

- A. They are components of time, quality, and costs
- B. **They are on equal terms with the three dimensions of time, quality, and costs**
- C. They are not suitable units because they are independent from time, quality, and costs
- D. They cannot be measured at the same time as time, quality, and costs

#### Answer: B

Explanation:

Delivery timelines, capacity, and productivity are essential metrics that are equally important as time, quality, and cost in evaluating process performance. They help capture the operational throughput, resource efficiency, and customer service level.

"Process performance measurement encompasses multiple perspectives, including cost, time, quality, productivity, capacity, and customer responsiveness - all are critical for balanced performance."

- ABPMP CBOK, Chapter 6 - Process Performance Management

Thus, these indicators:

- \* Provide a broader performance view
- \* Reflect how well a process is meeting customer and operational goals
- \* Support root cause identification during performance gaps

Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

#### NEW QUESTION # 109

Which types of activities are included as part of business processes?

- A. Handoffs, non-value adding, and control activities
- B. **Value adding activities, handoff activities, and control activities**
- C. Legal and/or regulatory requirements, primary processes, and operational steps
- D. Value adding tasks, handoff tasks, and control activities

#### Answer: B

Explanation:

Processes generally consist of the following types of activities:

- \* Value-adding activities: Directly contribute to process output.
- \* Handoff activities: Transfer responsibility or information.
- \* Control activities: Ensure the process is under guidance and meets standards.

"Process activities can be grouped as value-adding, control, and handoff to capture their function and impact on process performance."

- ABPMP CBOK, Chapter 2 - Process Modeling

Reference: ABPMP CBOK, Chapter 2 - Process Modeling

#### NEW QUESTION # 110

What does a SIPOC diagram describe?

- A. A flowchart that shows the inputs converted to outputs resulting in products or services delivered to a customer
- B. An initial consensus on what areas of a process will be documented in the modeling tool
- C. **Supplier, Input, Process, Output, and Customer**
- D. The end-to-end process of transforming the inputs to outputs to customers

### Answer: C

Explanation:

The SIPOC diagram stands for Supplier, Input, Process, Output, and Customer. It is used at a high level to identify all relevant elements of a business process improvement project before detailed mapping begins. It helps define process boundaries and the relationship between inputs and outputs.

"The SIPOC model is a high-level process map that shows the Suppliers, Inputs, Process, Outputs, and Customers for a process. It is commonly used in Six Sigma and Lean methodologies."

- ABPMP CBOK, Chapter 2 - Process Modeling

Reference: ABPMP CBOK, Chapter 2 - Process Modeling

### NEW QUESTION # 111

Which term is used for the continuous measurement of process performance?

- A. Reporting
- **B. Monitoring**
- C. Controlling
- D. Benchmarking

### Answer: B

Explanation:

Monitoring refers to the continuous and real-time observation of process performance using established indicators. This is a core component of BPM's feedback loop, allowing for immediate detection of deviations and support of process control efforts.

"Monitoring is a continuous activity that involves measuring, tracking, and analyzing performance to ensure processes remain within control limits and meet performance expectations."

- ABPMP CBOK, Chapter 6 - Process Performance Management

Monitoring includes:

- \* Dashboards
- \* Alerts on threshold breaches
- \* Trend analysis and forecasting

Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

### NEW QUESTION # 112

Which is the BEST way to understand what to measure in a process?

- A. Understand what is financial versus non-financial data
- B. Define what is manual versus automated and measurable versus non-measurable
- **C. Measure the output of the process and not the activity to create the output**
- D. Understand what is quantitative versus qualitative results

### Answer: C

Explanation:

In BPM, measurement should focus on process outputs, not merely internal activities. Output-focused measurement ensures that the process is assessed based on results delivered to the customer or stakeholder, supporting value creation.

"Effective process measurement begins with identifying the output and outcome the process is intended to produce. Measuring outputs aligns with customer expectations and business value delivery."

- ABPMP CBOK, Chapter 6 - Process Performance Management

Why output-focused measurement matters:

- \* Reflects process effectiveness
- \* Aligns with customer satisfaction
- \* Links directly to business goals

Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

### NEW QUESTION # 113

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