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## ABPMP CBPA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Process Organization:</b> 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Process Analysis:</b> 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Process Design:</b> 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• <b>Process Modeling:</b> This section of the exam measures the skills of Business Analysts and covers techniques for representing business processes visually. It encompasses modeling standards, notations, and tools used to depict current and future state processes for analysis and improvement.</li></ul>

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## Learn the real Questions and Answers for the ABPMP CBPA exam

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### ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q107-Q112):

#### NEW QUESTION # 107

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

- A. It helps to clarify and align which goals should be achieved
- **B. It offers specialized methodologies for learning business skills**
- C. It supports understanding of the processes and interrelationships within the organization
- D. It provides clear process descriptions and work instructions

**Answer: B**

Explanation:

While BPM enhances understanding of process roles, flows, and performance, it does not focus on general business skills training. Its core principles include alignment to strategy, transparency, and performance optimization.

"BPM is not a training program in business skills; it is a discipline for understanding, managing, and improving processes across the organization."

- ABPMP CBOK, Chapter 1 - BPM Overview

Reference: ABPMP CBOK, Chapter 1 - BPM Overview

#### NEW QUESTION # 108

What is one difference between primary processes and support processes?

- A. Primary processes are integrated with support processes.
- **B. Support processes do not provide value directly to customers.**
- C. Primary processes have more tasks.
- D. Support processes tend to be more complex.

**Answer: B**

Explanation:

Primary processes directly add value for the customer and represent the main value stream of the business.

Support processes, in contrast, enable or facilitate the execution of primary processes but do not directly deliver value to the customer. This distinction is central to process classification in BPM.

Reference: ABPMP CBOK, Chapter 1 - Introduction to BPM

#### NEW QUESTION # 109

The process roadmap is the basis for the

- **A. Improvement and process transformation**
- B. A process view
- C. Stakeholder's engagement
- D. Automation and control

**Answer: A**

Explanation:

A process roadmap outlines the phased approach to process improvements and transformation. It serves as a strategic guide for executing process change initiatives and aligns them with organizational priorities.

"A process roadmap identifies the sequencing of process initiatives, milestones, and dependencies needed to guide transformation."

and continuous improvement."

- ABPMP CBOK, Chapter 7 - Process Transformation

Reference: ABPMP CBOK, Chapter 7 - Process Transformation

### NEW QUESTION # 110

What must any process design have to be considered effective?

- A. Steps both at the task level and at the subprocess level
- B. Tasks at the subprocess level as well as at the workflow level
- C. Activity at both the process and workflow levels
- **D. Subprocesses that break down into tasks and steps**

**Answer: D**

Explanation:

An effective process design is structured hierarchically - beginning with high-level subprocesses that are broken down into detailed tasks and steps. This granularity ensures the process is understandable, executable, and measurable.

"A process must be decomposed from macro-level subprocesses to detailed tasks and steps. This layered decomposition ensures traceability and allows process owners to manage and optimize at various levels of granularity."

- ABPMP CBOK, Chapter 5 - Process Design

This hierarchical clarity ensures:

- \* Better training and onboarding
- \* Easier automation and monitoring
- \* Targeted performance improvement

Reference: ABPMP CBOK, Chapter 5 - Process Design

### NEW QUESTION # 111

In most cases, how is an indicator of process performance quality expressed?

- A. As a cost that expresses the value lost due to the loss of customers
- B. As a score between 1 and 6 (1 = very good and 6 = insufficient)
- C. By the roles of ISO certification
- **D. As a percentage between the actual and the maximum possible process quality**

**Answer: D**

Explanation:

Quality indicators are typically expressed as percentages representing the level of conformance, accuracy, or completeness. This enables straightforward comparisons and trend tracking over time.

Examples:

- \* % of error-free transactions
- \* % of on-time deliveries
- \* % of completed tasks without rework

"Quality indicators are often expressed as percentages or ratios comparing actual performance to the ideal or standard threshold."

- ABPMP CBOK, Chapter 6 - Process Performance Management

This approach provides:

- \* Clarity for non-technical audiences
- \* Standardization across processes
- \* Actionable performance insights

Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

### NEW QUESTION # 112

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