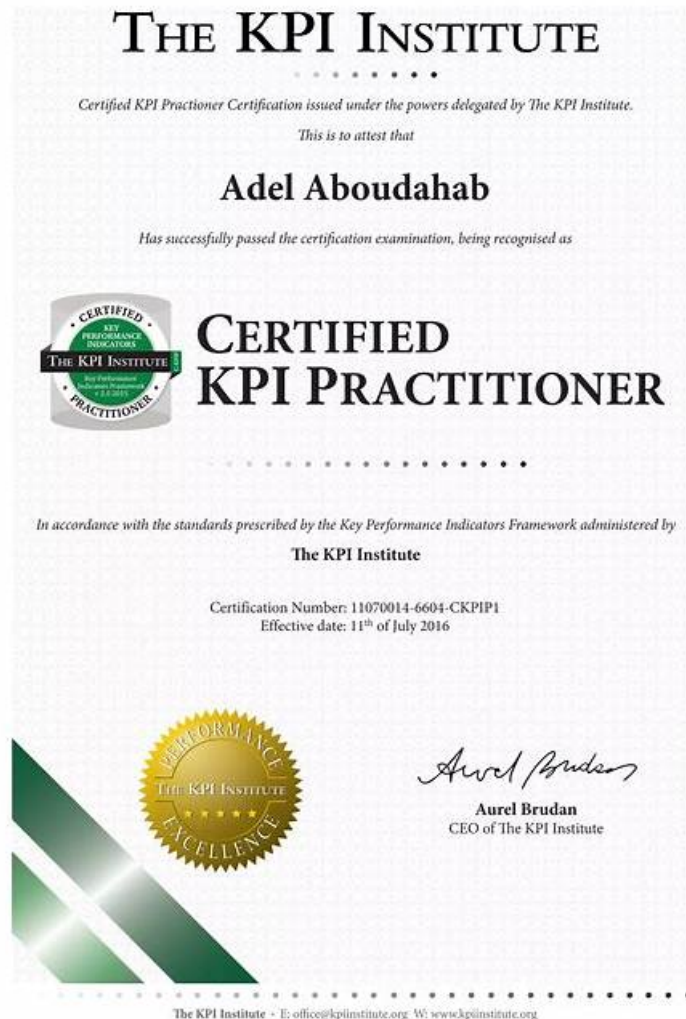


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The KPI Institute Certified KPI Professional Exam Sample Questions (Q42-Q47):

NEW QUESTION # 42

Which of the following statements is a qualitative KPI?

- A. There is no such thing as a qualitative KPI
- B. Service quality rating (# / score)
- C. Customer satisfaction (%)
- D. Error rate (%)

Answer: A

NEW QUESTION # 43

Which of the following is an efficiency KPI?

- A. Production output (#)
- B. Employee satisfaction (%)
- C. Cost per delivered order (\$)
- D. None of the answers

Answer: C

Explanation:

Efficiency KPIs measure how well resources are converted into outputs-typically cost, time, or effort per unit of output. "Cost per delivered order (\$)" is a direct efficiency KPI because it expresses the resources spent to deliver one unit of service/output. "Production output (#)" is an output/volume measure, which is important but does not describe resource use per unit (it can increase even if efficiency worsens). "Employee satisfaction (%)" is an outcome/people metric, not efficiency. Selecting efficiency KPIs requires careful definition of included costs (labor, logistics, overhead allocation) and consistency across periods; otherwise, performance swings may reflect accounting changes rather than operational improvements. A common pitfall is optimizing efficiency at the expense of effectiveness (quality, customer outcomes). To prevent this, efficiency KPIs are often paired with effectiveness or quality KPIs (defect rate, on-time delivery, customer satisfaction) so teams don't reduce costs by cutting corners. Proper KPI documentation and balanced scorecards keep efficiency improvement aligned with overall value delivery.

NEW QUESTION # 44

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

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

Answer: A

Explanation:

"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.

NEW QUESTION # 45

Which of the following statements is a KPI used by a facility maintenance team?

- A. Air purity in the production area
- B. Develop a succession plan within 2 months
- C. None of the answers
- D. Safety

Answer: A

Explanation:

A KPI is a measurable indicator used to monitor performance over time. "Air purity in the production area" is measurable (e.g., particulate count, ppm, ISO cleanroom class), can be tracked at a defined cadence, and can be assigned an owner and target-so it fits KPI criteria. "Safety" is typically an objective/theme (important but not directly measurable unless expressed as an indicator like LTIFR, incident rate, near-miss rate). "Develop a succession plan within 2 months" is an initiative/milestone (a one-time deliverable with a deadline), not an ongoing performance measure. Good KPI practice also requires a clear definition, formula, data source, and tolerance bands; air purity supports operational control and compliance, making it suitable for a facility maintenance context. A common pitfall is confusing broad concepts (like "Safety") with KPIs; turning them into quantified indicators is what makes them actionable.

NEW QUESTION # 46

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 # 47

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