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## CBPA PRACTICE EXAM 2024 QUESTIONS WITH COMPLETE SOLUTIONS.

What do business processes define?  
A. The company's strategy  
B. The efficiency of process execution  
C. The end-to-end series of events for interacting with customers  
D. Only the in-house services Answer - C. The end-to-end series of events for interacting with customers

BPM (Business Process Management) is...  
A. A strategic technique  
B. An approach for performance improvement  
C. A management discipline  
D. A tool for automating business processes Answer - C. A management discipline

One of the most important BPM success factors is...  
A. Selection of the right methods and tools  
B. Clear responsibility for organizational hand-offs in the business processes  
C. A group of external sponsors  
D. A solid management organization Answer - B. Clear responsibility for organizational hand-offs in the business processes

In process modeling it is beneficial if work-shop participants...  
A. have comprehensive knowhow about financing issues  
B. are informed about all IT-Systems the enterprise uses  
C. represent the entire business process as cross-functional group  
D. already developed a finished process module for their sector Answer - C. represent the entire business process as cross-functional group

What is the job of the process owner?  
A. Responsible for process design, process performance and development of the solution  
B. Execution of project management for re-engineering  
C. Development of the database design for the repository  
D. Selection and procurement of BPM-tools Answer - A. Responsible for process design, process performance and development of the solution

When should effective Change Management steps start?  
A. In the phase of the introduction of the process  
B. After the BPM project  
C. With the BPM project initiation

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## ABPMP CBPA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Process Design: 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 2	<ul style="list-style-type: none"><li>• Process Analysis: 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>• Process Organization: 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 4	<ul style="list-style-type: none"><li>• Process Performance Management: This section of the exam measures the skills of Process Analysts and covers monitoring and evaluating process performance. It focuses on setting performance indicators, analyzing results, and implementing controls to maintain process efficiency and effectiveness.</li></ul>

## ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q100-Q105):

### NEW QUESTION # 100

Which techniques are typically used to gather information for a process model?

- A. Simulation, process mining, and video recording
- B. Direct observation, written feedback, and structured workshops
- C. Direct observation, one-on-one interviews, and database analysis
- D. Web conferencing, surveys, and one-to-one interviews

**Answer: C**

Explanation:

Commonly used information gathering techniques includedirect observation(watching the process as it is performed),interviewswith participants and stakeholders, andanalysis of existing data. These techniques ensure the model reflects theactual process execution, not just theoretical flows.

"Process modeling is typically informed by direct observation, document review, interviews, and analysis of system or database logs to ensure accuracy and completeness of the model."

- ABPMP CBOK, Chapter 2 - Process Modeling

Reference: ABPMP CBOK, Chapter 2 - Process Modeling

### NEW QUESTION # 101

What is important when creating a new process?

- A. Use design thinking and agile techniques
- B. Make job descriptions, work location, and task assignments flexible
- C. Impose constraints thinking
- D. Role-play in the team to test use cases

**Answer: A**

Explanation:

In modern BPM practices, Design Thinking and Agile methodologies are increasingly applied to process design. They encourage user-centered, iterative, and innovative approaches to designing processes that are more adaptable and responsive.

"Applying Design Thinking to process design ensures that customer needs are addressed from the start. Agile principles allow for iterative testing, feedback, and refinement."

- ABPMP CBOK, Chapter 5 - Process Design

Benefits include:

- \* Faster feedback loops
- \* Continuous improvement from real-world usage
- \* Higher customer and employee satisfaction

Reference: ABPMP CBOK, Chapter 5 - Process Design

### NEW QUESTION # 102

What is an indication of "process culture" in an organization?

- A. Social events promote "big wins" for improving processes.
- B. KPIs are aligned through the various management layers and across functions.
- C. There are incentive rewards for process orientation.
- **D. The enterprise is structured, organized, managed, and measured around its primary business processes.**

**Answer: D**

Explanation:

A strong process culture exists when the organization is structured and managed around its primary business processes, not just its departments. This implies that processes drive accountability, metrics, and improvement.

"Process culture means the organization is aligned around its core business processes, making them visible, managed, and continuously improved by everyone."

- ABPMP CBOK, Chapter 9 - Process Organization

Reference: ABPMP CBOK, Chapter 9 - Process Organization

### NEW QUESTION # 103

What is process redesign?

- **A. A sequence of activities to improve a given business process**
- B. The creation of process models in a new tool without changing content of the processes
- C. The initial introduction of business processes in an organization
- D. A continuous procedure model for process improvement

**Answer: A**

Explanation:

Process redesign refers to the planned set of activities aimed at fundamentally improving an existing process. It goes beyond tweaking-it involves re-engineering the way the process works, often to achieve significant performance breakthroughs.

"Process redesign is the act of rethinking and radically altering existing processes to achieve dramatic improvements in performance measures such as cost, quality, service, and speed."

- ABPMP CBOK, Chapter 5 - Process Design

Key aspects:

- \* Eliminating non-value activities
- \* Simplifying process steps
- \* Leveraging new technologies

Reference: ABPMP CBOK, Chapter 5 - Process Design

### NEW QUESTION # 104

Major business transformation change initiatives require focus on

- A. Process owners and customer engagement.
- B. Process owners and a good communication plan.
- **C. Leadership executive support and change management.**

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