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| Process Analyst               |   |
|-------------------------------|---|
| Credential                    | <b>Certified Business Process Associate (CBPA®)</b>   |
| Eligibility Requirements      | <b>1250 hours documented Working Experience in a Business Process related area OR qualifying 4 year university degree</b><br><br><b>Complete Application</b><br><b>Pass Examination</b><br><b>Sign ABPMP Code of Ethics</b> |
| Steps to Obtaining Credential | <b>124 multiple choice questions answered within 3 hours</b>  |
| Re-certification              | <b>3 year cycle; 30 Continuing Professional Education Hours</b>   |
| Standard Fees                 | <b>Application Fee: USD \$40/€30</b><br><b>Exam Fee: USD \$400/€350</b><br>discount available for current ABPMP International professional members<br><b>Re-certification Fee USD \$75/€60</b>                              |

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## **ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q66-Q71):**

### **NEW QUESTION # 66**

What is process redesign?

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

**Answer: B**

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 # 67**

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

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

**Answer: C**

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 # 68**

An important goal of business process management is to align process performance to

- A. Balanced Scorecard
- B. Key Performance Indicators (KPIs)
- C. Process metrics
- **D. The strategic objectives of the organization**

**Answer: D**

Explanation:

The central purpose of BPM is to ensure that processes are not just efficient, but also strategically aligned with the organization's goals. Performance measurement and improvement efforts should support the achievement of broader business objectives.

"BPM aims to align processes with strategic objectives, ensuring that performance management is not just operational, but also strategic in nature."

- ABPMP CBOK, Chapter 6 - Process Performance Management

KPIs and metrics are the tools, but the goal is alignment to strategy. This ensures that:

- \* Resources are directed toward value creation

- \* Improvements support business direction

- \* Decision-making is strategic and data-informed

Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

#### NEW QUESTION # 69

Which is the common-use architecture element used in process documentation?

- A. Business process notations (BPMN) using symbols and rules
- B. Swim lanes
- C. A Unified Modeling Language (UML) diagram
- D. SIPOC diagrams

**Answer: A**

Explanation:

The most commonly used architecture element for process documentation is Business Process Model and Notation (BPMN). It provides a standardized graphical representation that uses specific symbols and syntax to model process flows and is widely accepted for its clarity and interoperability.

"BPMN is a standardized graphical notation that is used to model business processes. It provides a common language for stakeholders and helps in designing, analyzing, and executing business processes."

- ABPMP CBOK, Chapter 2 - Process Modeling

Reference: ABPMP CBOK, Chapter 2 - Process Modeling

#### NEW QUESTION # 70

Process analysis is the foundation for

- A. Process organization
- B. Process modeling
- C. Process design
- D. Process automation

**Answer: C**

Explanation:

Process analysis identifies inefficiencies, waste, and opportunities for improvement in the current ("as-is") state. These insights form the foundation for designing the "to-be" process, making analysis a prerequisite for effective process design.

"Process analysis delivers insights that become the foundation for process design, ensuring the redesigned process addresses current issues and achieves desired performance."

- ABPMP CBOK, Chapter 4 - Process Analysis

This relationship is critical in the BPM lifecycle, where:

- \* Analysis precedes design

- \* Analysis provides data to justify improvements

- \* Design is aligned with strategic and operational goals

Reference: ABPMP CBOK, Chapter 4 - Process Analysis

#### NEW QUESTION # 71

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