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ABPMP International Certified Business Process Associate (CBPA) Exam Outline

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

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ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q70-Q75):

NEW QUESTION # 70

When process performance is beyond process control limits, who is responsible for identifying the situation, notifying others, and constructing a suitable response?

- A. A director of the operational area
- **B. A process owner**
- C. An individual with CBPA or CBPP certification
- D. A chief executive officer

Answer: B

Explanation:

Process owners are accountable for monitoring process performance and ensuring that deviations from expected outcomes are identified and corrected. They serve as the central point for escalation, analysis, and resolution.

"The process owner is responsible for monitoring, diagnosing, and correcting performance issues. This includes responding when KPIs indicate the process is outside control thresholds."

- ABPMP CBOK, Chapter 6 - Process Performance Management

Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

NEW QUESTION # 71

A customer-centric measurement framework includes aspects that relate to

- **A. New product introduction, product and service delivery, and service responsiveness**
- B. Any kind of customer-focused framework with execution of outputs
- C. A consolidated view of the complete landscape of an organization's business processes
- D. An enterprise-level process schematic and an enterprise-level process improvement

Answer: A

Explanation:

A customer-centric measurement framework evaluates how well processes support customer needs. This includes delivery performance, responsiveness, and satisfaction, especially in areas like new product introduction and service delivery.

"Customer-centric process metrics evaluate value delivery, such as service levels, responsiveness, and reliability, which are crucial for improving customer satisfaction."

- ABPMP CBOK, Chapter 6 - Process Performance Management

Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

NEW QUESTION # 72

What best describes the purpose of the ABPMP BPM Competency Model?

- **A. It shows how that developmental path aligns several content knowledge areas with BPM skills and competencies.**
- B. It was developed to address the overall need to provide BPM Professionals a developmental path that outlines technology.
- C. It shows how that developmental path aligns BPM CBOK content knowledge areas with ABPMP Certifications.
- D. It was developed to address the skills, competencies, and experience levels for individuals pursuing a career in project management.

Answer: A

Explanation:

The ABPMP BPM Competency Model outlines a structured developmental path that connects BPM skills, experience levels, and CBOK knowledge areas, enabling BPM professionals to grow systematically within the discipline.

"The BPM Competency Model provides a developmental framework that aligns BPM roles and responsibilities with core

competencies, knowledge areas, and ABPMP certification levels."

- ABPMP BPM Competency Model & CBOK Guide

Reference: ABPMP BPM Competency Model Summary

NEW QUESTION # 73

Which is the best description for a RACI chart?

- A. It describes responsibilities by role for communicating and completing tasks or deliverables for a project or business process
- B. A framework for assigning roles for a full strategic planning and management system
- C. A diagram that shows the structure of an organization, its job roles, and reporting relationship hierarchies
- D. It shows the relationships of roles in a project database

Answer: A

Explanation:

ARACI chart(Responsible, Accountable, Consulted, Informed) is a responsibility assignment matrix used to clarify who does what in a process or project. It is a powerful tool for role definition and communication, ensuring that there is no ambiguity regarding task ownership.

"A RACI matrix is a tool to define the roles and responsibilities for process tasks and deliverables. It prevents overlaps or gaps by assigning one or more roles to each activity using RACI codes."

- ABPMP CBOK, Chapter 9 - Process Organization

Typical RACI roles:

* Responsible: Who performs the task

* Accountable: Who owns the result

* Consulted: Who provides input

* Informed: Who needs updates

Reference: ABPMP CBOK, Chapter 9 - Process Organization

NEW QUESTION # 74

Which is the MOST important objective for executive engagement in business process management?

- A. Ensure long-term commitment and authority to drive the necessary organizational change
- B. Support and manage the resources of the functional areas involved with processes
- C. Provide a business vision that involves digital transformation
- D. Provide coverage for innovative projects involving business transformation

Answer: A

Explanation:

Executive engagement is critical to ensure sustained commitment and authority to enable and lead organizational change required by BPM initiatives. This alignment ensures BPM is integrated into strategy and culture.

Reference: ABPMP CBOK, Chapter 9 - BPM Organization

NEW QUESTION # 75

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