

New CBPA Exam Pattern - CBPA Training Tools

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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CBPA:ABPMP International Certified Business Process Associate (CBPA) Exam collect & ExamCollection CBPA bootcamp

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ABPMP CBPA Exam Syllabus Topics:

Topic	Details
Topic 1	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.
Topic 2	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.
Topic 3	Process Transformation: This section of the exam measures the skills of Business Analysts and covers strategies for significant process changes. It addresses change management, stakeholder engagement, and approaches to transitioning from current to improved process states.
Topic 4	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.
Topic 5	Process Modeling: 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.

ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q64-Q69):

NEW QUESTION # 64

Which statement is correct about the role of IT in a process-oriented organization?

- A. It serves as a supporting function
- B. IT functions can be outsourced
- C. It has a leading role in transformation
- D. It is very important for documenting managed projects

Answer: A

Explanation:

In a process-oriented organization, IT acts as an enabler, not the driver. It supports process execution, automation, and performance monitoring but follows business strategy and process design rather than leading it.

"In BPM, IT plays a critical support role by enabling automation, integration, and monitoring, but process ownership and design remain within the business functions."

- ABPMP CBOK, Chapter 10 - BPM Technology

Reference: ABPMP CBOK, Chapter 10 - BPM Technology

NEW QUESTION # 65

Which is NOT a characteristic of a process-driven organization?

- A. Accountability is delegated from one management level to the next.
- B. The organization is focused on its core processes.
- C. The organization is aligned to the end-to-end processes.
- D. There is significant information exchange within the organization.

Answer: A

Explanation:

In a process-driven organization, accountability is assigned based on process ownership, not merely delegated through hierarchical levels. This ensures a focus on end-to-end responsibility rather than siloed authority.

"A process-driven organization aligns structure, roles, and responsibilities around end-to-end processes, where process owners are accountable for outcomes-not just functional managers."

- ABPMP CBOK, Chapter 9 - Process Organization

Reference: ABPMP CBOK, Chapter 9 - Process Organization

NEW QUESTION # 66

A customer-centric measurement framework includes aspects that relate to

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

Answer: B

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 # 67

The business process owner is responsible for

- A. Change request forms and alignments with technical teams.
- B. Modeling, development, and ongoing execution performance of the process.
- **C. Design, development, execution, and ongoing performance of the process.**
- D. Configuring the business process management system (BPMS).

Answer: C

Explanation:

The process owner is accountable for the end-to-end lifecycle of a process - from its design and development, through to execution and performance monitoring. This ensures consistent alignment with business goals and customer needs.

"The process owner has the responsibility for the design, implementation, execution, and continuous improvement of a business process. They ensure the process meets performance goals and strategic objectives."

- ABPMP CBOK, Chapter 9 - Process Organization

Reference: ABPMP CBOK, Chapter 9 - Process Organization

NEW QUESTION # 68

Which is NOT a formal technique specifically for process analysis?

- A. Cycle time monitoring
- B. Root cause determination
- **C. Six Sigma evaluation**
- D. Gap analysis

Answer: C

Explanation:

While Six Sigma is a comprehensive methodology for process improvement, it is not specifically categorized as a formal analysis

technique within the BPM framework-it's broader and involves cultural and operational change. The others-cycle time monitoring, root cause analysis, and gap analysis-are standard analytical techniques used within the BPM discipline.

- ABPMP CBOK, Chapter 4 - Process Analysis

NEW QUESTION # 69

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