

BPM-001^{Q&As}

Business Process Manager (BPM)





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QUESTION 1

Why is focused People and Change Management necessary in BPM?

- A. To achieve quick wins faster
- B. To anticipate the impact on stakeholders
- C. To assure customers of success
- D. To motivate the process team

Correct Answer: B

QUESTION 2

Business activity monitoring software is usually designed to provide updates to upper management and operations managers.

- A. True
- B. False

Correct Answer: A

QUESTION 3

_____ is the first step of Business Process Improvement model.

- A. How to get the Customer
- B. Where is the Customer
- C. Know the Customer
- D. Know the financial status of the Customer

Correct Answer: C

QUESTION 4

_____ is a term used to interact and collaborate to complete the overall strategic goals of the company.

- A. Lean
- B. Function
- C. Process

D. Workflow

Correct Answer: C

QUESTION 5

Aside from preventative problem solving, what-if analysis focuses on looking at variables within your process. Ask questions like:

A. What if we extended our banking hours by two hours daily?

B. What if we cut food costs by 20%?

C. Both of the Above

D. None of the Above

Correct Answer: C

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