

BPM-001^{Q&As}

Business Process Manager (BPM)

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QUESTION 1

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

- A. True
- B. False

Correct Answer: A

QUESTION 2

_____ 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 3

Technology that enables workflow in processes are called:

- A. Workflow designs
- B. Workflow solutions
- C. Technical aids
- D. Workflow engines

Correct Answer: D

QUESTION 4

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

QUESTION 5

The balanced scorecard enables everyone within the organization to be on the same page.

A. True

B. False

Correct Answer: A

QUESTION 6

When examining the role of content in your process, you need to determine if your process is:

A. complex

B. process oriented

C. document-driven

D. volume-driven

Correct Answer: C

QUESTION 7

Enterprise Content Management (ECM) offers a systematic approach to help organizations manage this large volume of content.

A. True

B. False

Correct Answer: A

QUESTION 8

Business process management (BPM) is a variety of tools and techniques used to support and manage the design, implementation, and improvement of operational procedures within an organization.

A. True

B. False

Correct Answer: A

QUESTION 9

_____ and _____ are the two pillars of the Toyota Production System.

- A. Just-In-Time
- B. Just-In-Merit
- C. Kaizen
- D. Jidoka

Correct Answer: AD

QUESTION 10

What is the primary purpose of the usage of process models?

- A. Standardization of business processes
- B. Preparation of training material for the launch of the processes
- C. Analysis, documentation and design of business processes
- D. A system for measurement of process cycle times

Correct Answer: C

QUESTION 11

The "D" in the DMAIC model stands for "Decide."

- A. True
- B. False

Correct Answer: B

QUESTION 12

The biggest benefit of iterative design testing is that it allows you to test your process in a risk-free environment.

- A. True
- B. False

Correct Answer: A

QUESTION 13

Business activity monitoring is a method to measure the health and performance of your process.

- A. True
- B. False

Correct Answer: A

QUESTION 14

Once you have your process established, there is no need to monitor how the process is performing.

- A. True
- B. False

Correct Answer: B

QUESTION 15

What is the biggest benefit of using BPM-technologies?

- A. The use of standards to support the whole BPM-lifecycle.
- B. The usage of the technology provides a comprehensive document management
- C. The graphical presentation for the automation of workflows
- D. The possibility of programming in BPEL (Business Process Execution Language)

Correct Answer: A

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