

Certification CBPP – 10 test questions

No.	Question	Answers
1	Business Process Management is a(n):	<ul style="list-style-type: none"> a) Process Framework. b) Management Discipline. c) Academic Program. d) Technology Architecture
2	Business processes define:	<ul style="list-style-type: none"> a) what we do and how we do it. b) how technology supports the business. c) detailed components of enterprise architecture. d) business performance capabilities.
3	One purpose of the BPM CBOK is to:	<ul style="list-style-type: none"> a) encourage the use of a common vocabulary for BPM. b) define a single methodology for professional practice. c) outline the best organization, practices, and tools for BPM. d) provide a handbook for BPM implementation.
4	BPM is an acronym for:	<ul style="list-style-type: none"> a) Business Process Management. b) Business Performance Monitoring. c) Business Process Modeling. d) Business Performance Management
5	BPM provides strategies for managing:	<ul style="list-style-type: none"> a) people, processes, and technology cost effectively. b) business processes from an end-to-end perspective. c) products, processes, people, and profits with a balanced measurement system. d) project management and technology implementation
6	_____ is characterized by one-time projects focused on specific fixes to a process.	<ul style="list-style-type: none"> a) BPI (Business Process Improvement) b) BPR (Business Process Reengineering) c) BPM (Business Process Management) d) BPRD (Business Process Redesign)
7	A process improvement methodology characterized by statistical process control techniques to reduce variation is:	<ul style="list-style-type: none"> a) Six Sigma. b) Lean Manufacturing. c) Activity Based Costing (ABC). d) Total Quality Management (TQM).

8	To achieve the desired level of process performance and deliver customer value, process metrics must:	<ul style="list-style-type: none"> a) be monitored and controlled. b) be continually changed by executive management. c) be easily benchmarked. d) be automated.
9	Process measures used to align team performance to process performance are:	<ul style="list-style-type: none"> a) customer satisfaction. b) service quality. c) both statements are correct. d) neither statement is correct.
10	What is one of the greatest benefits of a rules engine?	<ul style="list-style-type: none"> a) Rules can be observed easily b) Rules can be transferred to other businesses c) Rules reduce complexity of computer applications d) Changes of rules will be transformed immediately

Correct answers

1. b), 2. a), 3. a), 4. a), 5. b), 6 a), 7. a), 8. a), 9. c), 10. d)