

BPM-001^{Q&As}

Business Process Manager (BPM)

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QUESTION 1

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 2

As long as you have a vision of where your company should be, you will be successful. Sharing this vision is not important.

- A. True
- B. False

Correct Answer: B

QUESTION 3

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 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

_____ helps organizations leverage processes to achieve their goals and be successful.

A. Pert Chart

B. Statement of work (SOW)

C. Flow chart

D. Business process management

Correct Answer: D

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