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Vendor:GAQM

Exam Code:BPM-001

Exam Name:Business Process Manager (BPM)

Version:Demo

QUESTION 1

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
- D. When problems occur during the implementation

Correct Answer: C

QUESTION 2

Automation can increase quality by minimizing the instances of human error.

- A. True
- B. False

Correct Answer: A

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

A swimlane process map:

- A. Distinguishes the responsibilities for steps within a process
- B. Uses colored visual indicators to indicate progress
- C. Lists tasks and deadlines
- D. Provides real-time data on process efficiency

Correct Answer: A

QUESTION 5

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

Correct Answer: C

QUESTION 6

Which philosophy was primarily developed by Toyota manufacturing experts?

- A. Lean
- B. Business Process Improvement
- C. Six Sigma
- D. Service Management

Correct Answer: A

QUESTION 7

Jidoka means error-free production.

- 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

In Defining Content the challenge is the _____ of information or content an organization produces.

- A. quality
- B. volume
- C. source
- D. none of the above

Correct Answer: B

QUESTION 10

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

- A. True
- B. False

Correct Answer: B

QUESTION 11

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

Correct Answer: C

QUESTION 12

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

- A. True
- B. False

Correct Answer: A

