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Question: 1

[Business Process Management (BPM)]

What is the primary goal of a business process?

- A. Focus on the work being performed
- B. Add value to customers
- C. Document the inputs and outputs
- D. Produce the process output

Answer: B

Question: 2

[Business Process Management (BPM)]

What is one difference between primary processes and support processes?

- A. Primary processes are integrated with support processes.
- B. Support processes do not provide value directly to customers.
- C. Primary processes have more tasks.
- D. Support processes tend to be more complex.

Answer: B

Question: 3

[Business Process Management (BPM)]

Which statement is NOT true regarding an end-to-end process?

- A. At least one event trigger (start event) is needed.
- B. The process goal is clearly defined.
- C. All process activities are described.
- D. A formal outcome is not required.

Answer: D

Question: 4

[Business Process Management (BPM)]

Which is the MOST important objective for executive engagement in business processmanagement?

- A. Provide a business vision that involves digital transformation
- B. Ensure long-term commitment and authority to drive the necessary organizational change
- C. Support and manage the resources of the functional areas involved with processes
- D. Provide coverage for innovative projects involving business transformation

Answer: B

Question: 5

[Business Process Management (BPM)]

What best describes the value chain in an organization?

- A. The value created when products or services are produced for customers
- B. Primary activities that generate value for customers
- C. Value is only created by value-added processes with the lowest cycle time
- D. Primary activities drive inputs that produce outputs that create value for customers

Answer: A

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