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NEW QUESTION: 1

If a Control Chart represents a measurement falling within plus or minus three standard deviations. What does it mean?

Response:

- A. It is a special cause variation
- B. It is a common cause variation
- C. If it falls above the UCL, it is a special cause variation
- D. If it falls below the LCL, it is a special cause variation

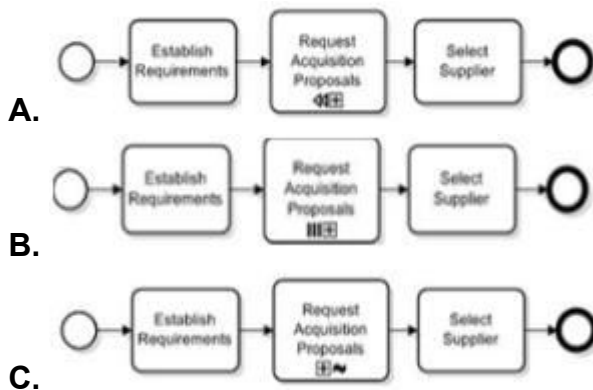
Answer: B ([LEAVE A REPLY](#))

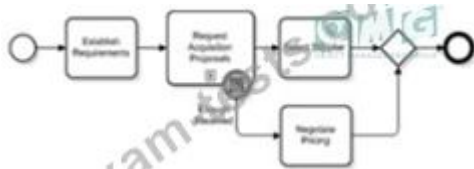
NEW QUESTION: 2

Pizza Co wants to find a new supplier for its Pizza outlets. Following requirements identification, they want to issue request to multiple candidates before selecting the supplier from the responses received.

Which process presents the depiction of this behavior ?

Response:



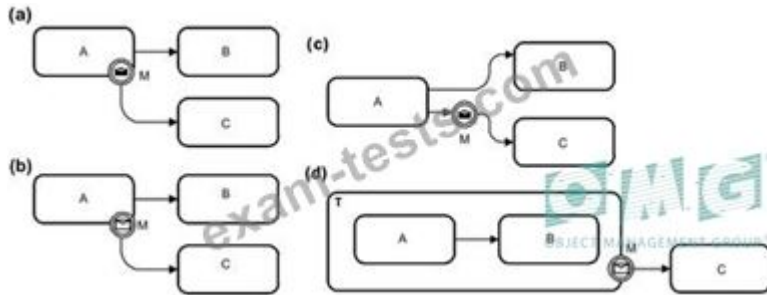


D.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 3

Which diagram describes the interrupt of task "A," if message "M" arrives and starts task "C" next?



Response:

A. Option D

B. Option A

C. Option C

D. Option B

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 4

Which are elements of an effective marketing strategy?

Response:

A. Potential competitors, suppliers, consumers, substitute products, and rivalry among competitors

B. Market segmentation, strategy development, market research, pricing, placement, and value chain

C. Initiation, planning, executing, controlling, closing

D. Inbound logistics, outbound logistics, marketing and sales, service

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 5

What is Process Design about?

Response:

A. Creating a new or improved process.

B. Replacing the actual process.

C. Understanding the actual process.

D. Ignoring the actual way of doing things.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 6

What is a key objective of ,Process Discovery,?

Response:

- A. Optimizing a business process through simulation alternatives
- B. Identifying ,Business Stakeholders, and ,Subject Matter Experts,
- C. Transforming an existing process into an executable format
- D. Making explicit the current business process performed

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 7

Process Models are descriptions or abstractions of the work performed. However which test should they be subject to?

Response:

- A. a model must identify all process roles and participants
- B. a model must mean only one something
- C. a model must be restricted to one organization
- D. a model must be complete

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 8

Which one is a process reference model for value chain processes?

Response:

- A. VRM
- B. COBIT
- C. VCG
- D. SCOR

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 9

The APQC,s Process Classification Framework is organized into 12 distinct categories, composed of 2 major groups. What are these groups?

Response:

- A. Operating processes and Management & Support processes
- B. Human Capital and Information Technology processes
- C. Internal Business processes and Customer processes
- D. Strategic and operational processes

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 10

The PCF uses a numbering scheme associated to levels. What are they?

Response:

- A. Fulfillment Process, Assurance Process, Billing Process, and Operations Support and Readiness Core Process
- B. Category, Process Group, Process, and Activity
- C. Process Types, Process Categories, and Decompose processes
- D. Strategic, Operational, and Tactical levels

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 11

Which concept does BMM use to enable large models?

Response:

- A. Decomposition
- B. Packaging
- C. Abstraction
- D. Separation of concerns

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 12

A car rental company plans to open new branches in other countries. Which BMM element must be used to describe that statement?

Response:

- A. Strategy
- B. Mission
- C. Goal
- D. Vision

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 13

The manager of "Delivery Management" has some concerns with its actual "Pizza delivery process". He just performed a Process Discovery initiative. What is a recognized output of such initiative?

Response:

- A. design of the to-be process
- B. detailed design of the actual (as-is) process
- C. plan to transform the as-is process to a to-be process
- D. raw material to define this as-is process

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 14

What is the major objective of COSO?

Response:

- A. Identify the cause of fraudulent financial reporting
- B. Establish new or enhanced standards for all U.S. public company boards
- C. Protect investors by improving the accuracy and reliability of corporate disclosures
- D. Establish broad rules as well as dictating specific treatments

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

What is the fundamental objective of Six Sigma?

Response:

- A. Providing a more comprehensive view of a business
- B. Eliminating waste
- C. Implementing a measurement-based strategy focusing on process improvement and variation reduction
- D. Organizing a workplace, especially a shared workplace

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 16

Which element represents a sequence flow in BPMN?



Response:

- A. Option D
- B. Option C
- C. Option B
- D. Option A

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 17

What does UCL mean?

Response:

- A. Upper Control Limit
- B. Lower Control Limit
- C. defects per million opportunities
- D. A quality characteristic: Critical To X. .

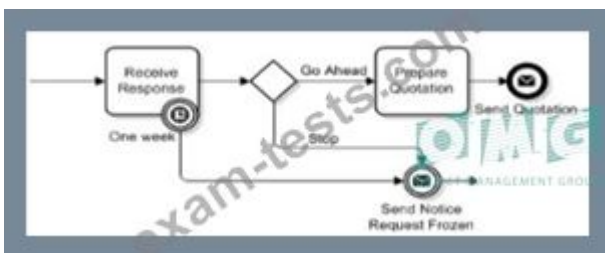
Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 18

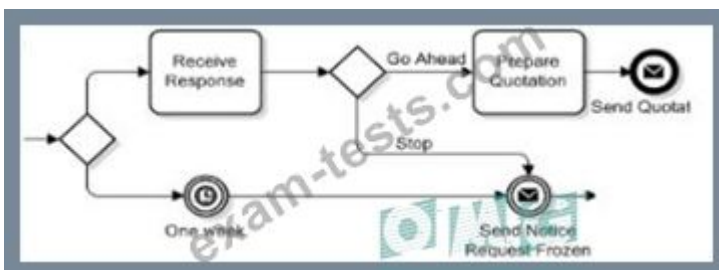
Before sending an insurance quotation to a prospect, we must receive within one week the answer to the pending question, asked when the request was made. Which diagram does not illustrate this scenario ?

Response:

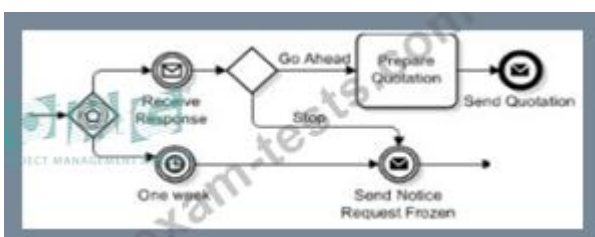
A.



B.



C.

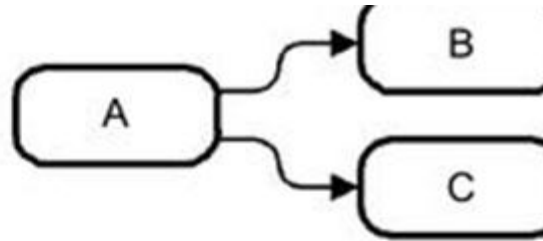


D.

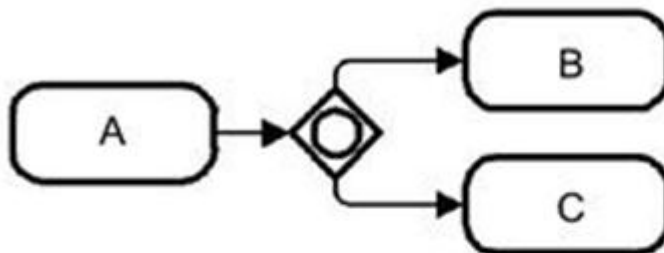
Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 19

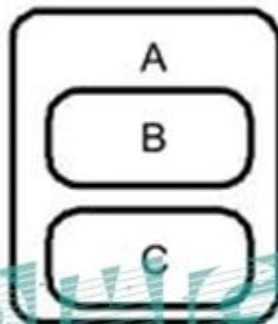
Which is an alternative representation to the given process?



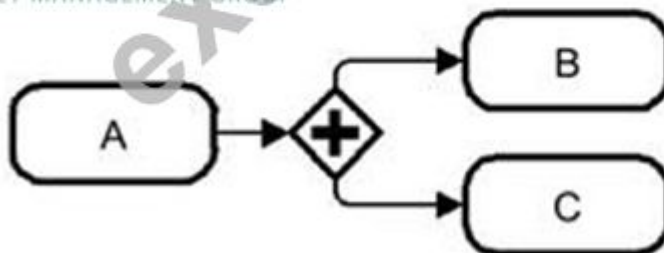
a)



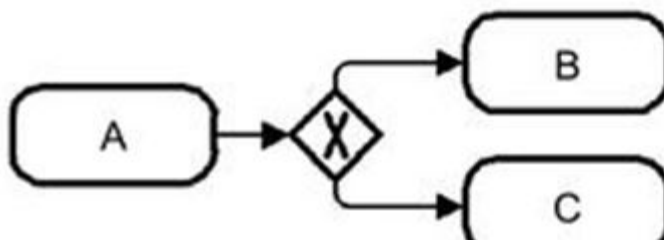
b)



c)



d)



Response:

A. Option B

- B. Option C
- C. Option A
- D. Option D

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 20

Organization,s process improvement activities are sponsored by executive management. What is the role of this "sponsor"?

Response:

- A. Collecting all the needed data to define a performance trend
- B. Ensuring that the strategic orientation is aligned with the operational plan
- C. Providing the knowledge and the expertise to apply the BPMM concept
- D. Providing the long-term commitment, funding, resources, and direction for an effort

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 21

Within the enterprise, the Human Resources department plays a leading role to provide appropriate staffing. What can be an important effect of inappropriate staffing?

Response:

- A. Misunderstanding of the vision and mission of the organization.
- B. Decline in customer satisfaction.
- C. Regular breakdowns in process flows, frequent turnover and absenteeism.
- D. Missed business objectives.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 22

The Six Sigma methodology is applied by highly trained practitioners who complete improvement projects. What is the role of a Champion?

Response:

- A. Apply Six Sigma methodology to specific projects
- B. Ensure consistent application of Six Sigma across departments and functions
- C. Responsible for Six Sigma implementation across an organization
- D. Act as in-house coaches on Six Sigma

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 23

The Just-in-Time production belongs to which method?

Response:

- A. Six Sigma
- B. ISO 9000 ff
- C. COBIT

D. TPS

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 24

What is a value chain?

Response:

A. It includes inbound logistics, operations, outbound logistics, marketing and sales, service, firm infrastructure, human resources management, and technology.

B. It is a chain of actions that measure the increasing value of an economic good being manufactured.

C. It describes the performance of a set of company shares. Common examples of value chains are Dow Jones and DAX.

D. It creates value to the market by considering demographic, technological, economic, and political factors.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 25

Which graphical element represents a BPMN Event-based Gateway?

Response:



B.



C.



D.



E.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 26

Which of the following statements refers to a benefit of the APQC,s Process Classification Framework (PCF)?

Response:

A. The outcome is the result you desire

B. Enables the best kind of benchmarking performance and metrics

C. Eliminate waste and none value added (NVA) activities

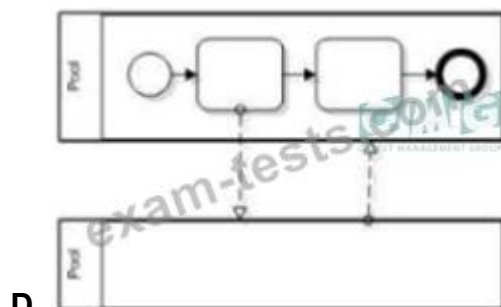
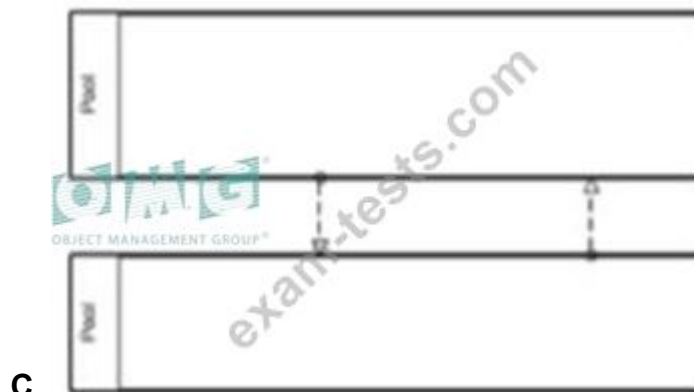
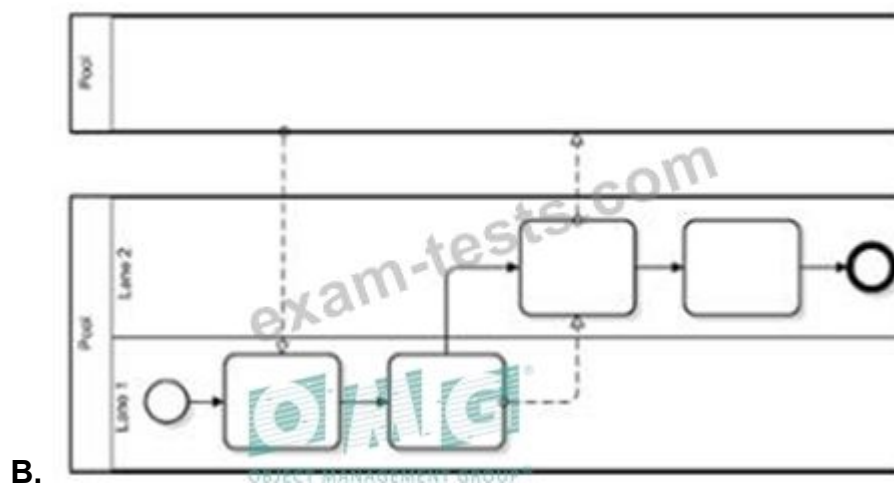
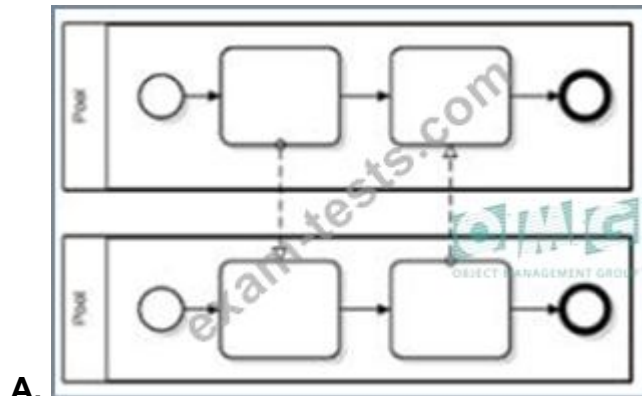
D. The input is a factors pieces needed to create the outcome

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 27

Which of these diagrams is in error?

Response:



Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 28

Which type of Governance, refers to a descriptive term, referring to concrete cooperative problem-solving arrangements?

Response:

- A. Information Technology Governance
- B. Global Governance
- C. Project Governance
- D. Corporate Governance

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 29

Which graphical element represents a BPMN Signal Catching Intermediate Event?

Response:

- A. 
- B. 
- C. 
- D. 
- E. 

Answer: (SHOW ANSWER)

NEW QUESTION: 30

What is a project?

Response:

- A. An endeavour independent of other endeavours having the same characteristics or not.
- B. A temporary endeavour to create a unique product, service or result.
- C. A series of structured activities that end exclusively when the product, service or result is created.
- D. An endeavour supported by a strictly defined and static scope.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 31

Which of the following statement is a principle generally associated to Business Process Management (BPM)?

Response:

- A. Processes are function,s assets combined to increase investors value.
- B. Process participants must report to process sponsor or owner.
- C. Business processes are organizational assets central to value creation to customers.

D. Business Process Management (BPM) requires assignment of process owners.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

Which one of these statements is allowed for a Sequence Flow?

Response:

- A. A Sequence Flow can cross the boundaries of a Sub-Process.
- B. A Sequence Flow can connect an Activity outside a Group to another Activity within a group.
- C. A Sequence Flow can have a Catch Compensation Intermediate Event as its source.
- D. A Sequence Flow can cross the boundaries of a Pool.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 33

What does SCOR stand for?

Response:

- A. Value Reference Model
- B. Strategic, Tactical and Operational
- C. Supply Chain Operations Reference Model
- D. Process Qualification Framework

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 34

In BPMM, how is a Maturity Levels measured?

Response:

- A. By the achievement of the goals that are contained in the set of process areas
- B. With the collection of all process performance measures
- C. By the achievement of each maturity level
- D. Through the implementation of a measurement-based strategy focusing on process improvement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

Which statement about pools and lanes is true?

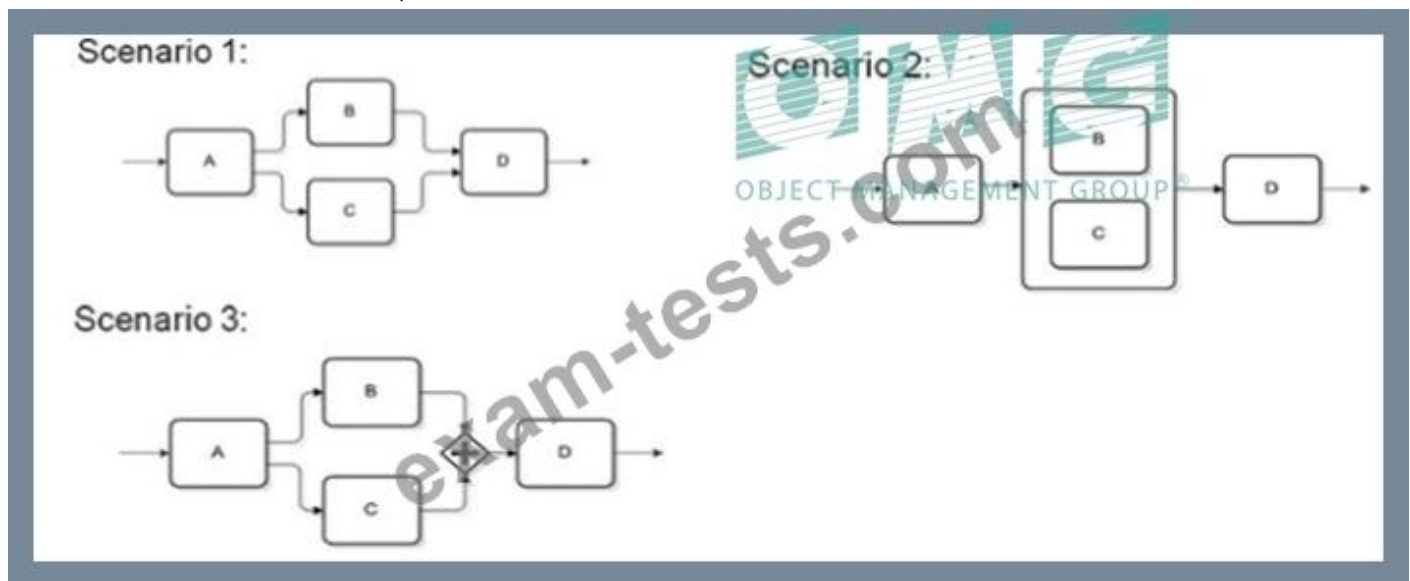
Response:

- A. A pool represents a subprocess.
- B. A collaboration process is a process inside a pool.
- C. An embedded subprocess cannot contain pools and lanes.
- D. An empty pool is not allowed.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 36

From these three scenarios, which two have the same behavior?



Response:

- A. Scenarios 1 and 2
- B. Scenarios 2 and 3
- C. Scenarios 1 and 3

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

An analyst asks all subject matter experts (SME) of a company to send him process descriptions by e-mail. According to Laury Verner, how is this approach classified?

Response:

- A. Distributed, top-down, structured
- B. Centralized, bottom-up, structured
- C. Distributed, bottom-up, free form
- D. Centralized, top-down, structured

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

The creation of the sub-Goal "to deliver pizza in less than 30 minutes", and the sub-Goal "to produce tasty pizzas" are part of the overall Goal "to keep customers satisfied" . This is an example of which BMM concept?

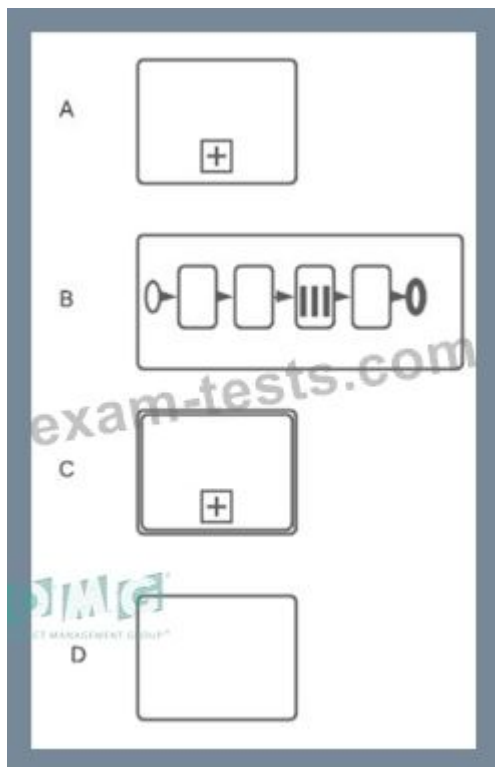
Response:

- A. Decomposition
- B. Metrics
- C. Assessment
- D. Separation of concerns

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

Which of the following diagrams displays an unfolded sub-process, also known as an inline hierarchical model?



Response:

- A. Option B
- B. Option D
- C. Option C
- D. Option A

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 40

The Pizza Co. controller is evaluating different scenarios. He uses a technique consisting of presenting these possible alternatives and potential outcome for each one of them.

Which method generally used in such analysis, is described above?

Response:

- A. Return on Investment
- B. Controlling to Plan
- C. Break-even Analysis
- D. Decision Tree

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 41

For the first time a car rental company is fair according to slight car damages, like minor scratches. Which BMM element must be used to describe that statement?

Response:

- A. Mission
- B. Tactic
- C. Strategy
- D. Business Policy

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 42

The Project Manager responsible for the "Pizza outlet remodeling project -Chicoutimi" is finalizing the breakdown of all the work required to complete the project successfully. In which Knowledge Area is the type of activity included?

Response:

- A. Scope management
- B. Risk management
- C. Communication management
- D. Integration management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

Which type of connecting objects can connect elements of two different lanes in the same pool?

Response:

- A. Group
- B. Association
- C. Message flow
- D. Sequence flow

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 44

Basel II provides recommendations for which domain?

Response:

- A. Healthcare
- B. Banking & Finance

- C. Manufacturing
- D. Information Technology (IT)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

Measures focus on revenue growth, cash flow, and profitability. Which perspective of the BSC does it refer to?

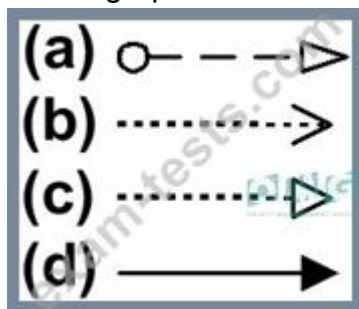
Response:

- A. Financial perspective
- B. Internal Business process perspective
- C. Market share perspective
- D. Strategic perspective

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 46

Which graphical element describes an association?



Response:

- A. Option C
- B. Option B
- C. Option D
- D. Option A

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 47

The Pizza Company Project Manager, responsible for the construction and set-up of a new outlet in the Montreal area, just reviewed and analyzed in detail the status and variances of the actual progress of this project from its project plan.

In which ,Process Stage, is the project in, at this point of time?

Response:

- A. Planning
- B. Executing
- C. Controlling
- D. Closing

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 48

According to James F. Chang, IT is a key enabler for BPM. For which task is IT important?

Response:

- A. Automating processes
- B. Creating process models
- C. Implementing Workflow Management Systems
- D. Providing process information for the management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

What is a typical area of application for a BPA?

Response:

- A. To detect process bottlenecks
- B. To define process roles
- C. To analyze the market
- D. To establish a new business

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

Which statement describes a process goal, for the "Contact center" process ?

Response:

- A. Customers orders are properly captured and sent to the appropriate outlet.
- B. Customers orders are tracked and reported to management.
- C. Customers are offered add on or special offerings to complete their order.
- D. Customer calls are reviewed for quality management.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 51

Which Process Modeling Conformance Level requires the understanding of conditional flow patterns?

Response:

- A. Visual
- B. Pattern
- C. Analytic
- D. Simulation

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 52

Safe Harbor could be define as what?

Response:

- A. A shortcut to determine if we are in compliance with a law
- B. A United States federal law
- C. An internal control in a process
- D. A best practice for information technology (IT)

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 53

In which way smaller organizations can use the APQC s Process Classification Framework (PCF)?

Response:

- A. Identify the cause of any variation and compare it to the plan
- B. Objectively aid in comparing performance
- C. Measure performance and monitor variances
- D. Determine which processes need additional review

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 54

Which aspect best fits the systems thinking discipline?

Response:

- A. Communication and presentation
- B. Product development and operation
- C. Simulation and optimization
- D. Abstraction and complexity

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 55

What is a Balanced Scorecard?

Response:

- A. An action plan
- B. A management framework
- C. A business strategy

D. A financial system

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 56

What is a generic term for work that a company performs?

Response:

A. Gateway

B. Activity

C. Event

D. Group

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 57

A SCOR Process Reference Model contains which of the following?

Response:

A. Strategic and operational processes

B. Human Capital and Information Technology processes

C. Standard metrics

D. Internal Business processes and Customer processes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

Which BPMN element represents a data object?



Response:

A. Option C

B. Option A

C. Option B

D. Option D

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 59

Within Quality Planning, what is Design of Experiments?

Response:

A. An operational definition of what something is and how it is measured.

B. A statistical method to help identify factors influencing variables of a product/service under development.

C. A description of how a project management team implements quality policies.

D. A review to determine whether project activities comply with organizational and project policies, processes and procedures.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 60

What is a focus of the process management?

Response:

A. Shareholders

B. Quality

C. Automation

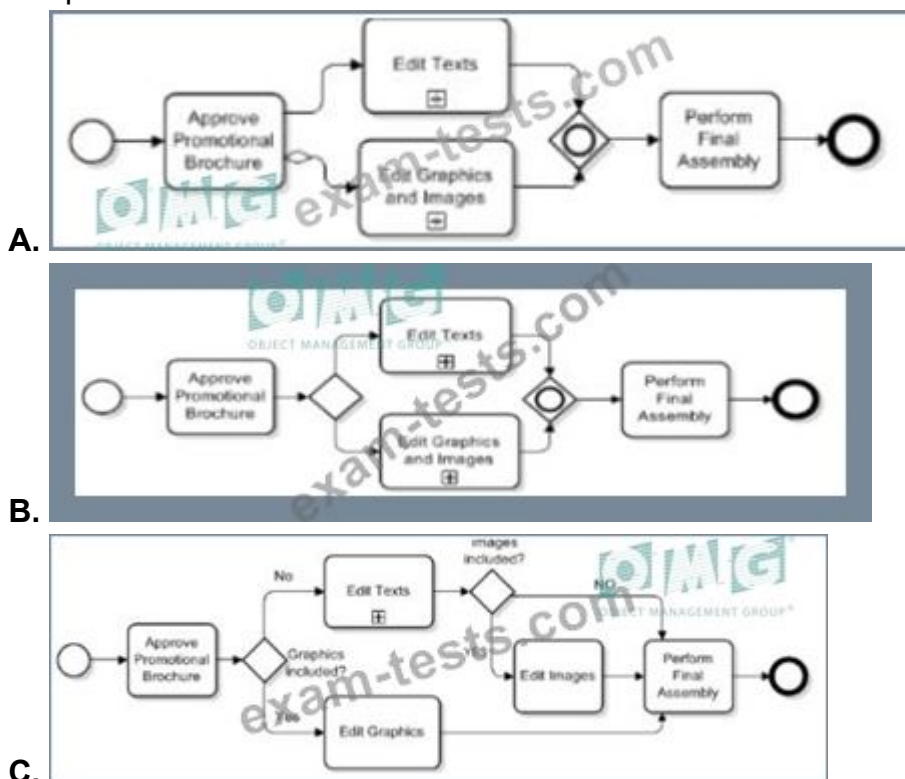
D. Process goals

Answer: (SHOW ANSWER)

NEW QUESTION: 61

Which diagram depicts this last minute change requested to the scenario: -The brochure is sent to the Artistic Director only if it contains images or orachice?

Response:



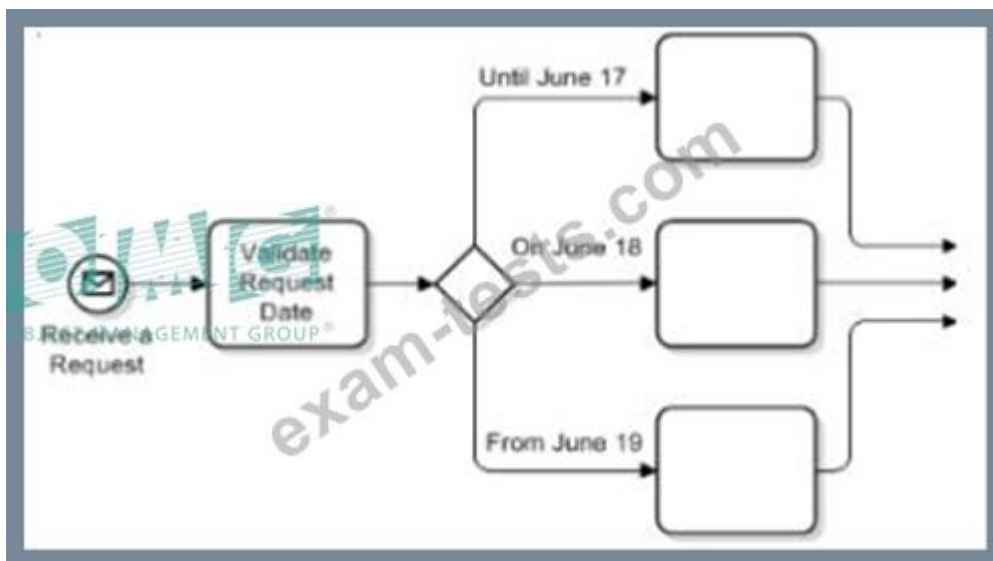
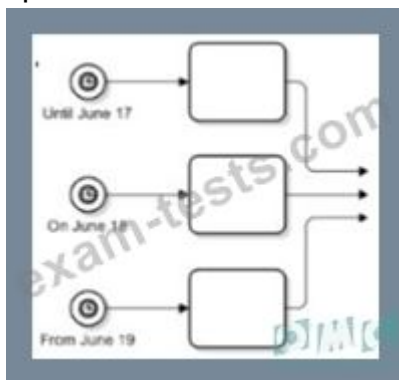
Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 62

Which Process fragment is not BPMN compliant?

Response:



Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 63

Which element represents a BPMN message flow?



Response:

- A. Option C
- B. Option A
- C. Option B
- D. Option D

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 64

Pizza Co. just assigned its VP Operation as the "owner" of the "Pizza Delivery process". Which of the following statements should be part of the assigned responsibilities?

Response:

- A. Deployment of corrective actions.
- B. Analysis of process potential problems/failures.
- C. Performance of the process.
- D. Discovery & modeling of the process.

Answer: C ([LEAVE A REPLY](#))

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