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## Business Process Manager

GAQM BPM-001

Version Demo

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**QUESTION NO: 1**

Paul is currently testing the design of his process. He is piloting the process and implementing feedback to optimize his process before he implements it across the organization. Paul is:

- A. Wasting his time
- B. Using the Six Sigma approach
- C. Using the iterative design approach
- D. Using the Lean approach

**ANSWER: C****QUESTION NO: 2**

What is the biggest benefit of using BPM-technologies?

- A. The use of standards to support the whole BPM-lifecycle.
- B. The usage of the technology provides a comprehensive document management
- C. The graphical presentation for the automation of workflows
- D. The possibility of programming in BPEL (Business Process Execution Language)

**ANSWER: A****QUESTION NO: 3**

\_\_\_\_\_ and \_\_\_\_\_ are the two pillars of the Toyota Production System.

- A. Just-In-Time
- B. Just-In-Merit
- C. Kaizen
- D. Jidoka

**ANSWER: A D**

**QUESTION NO: 4**

The Six Sigma approach focuses on? (Choose two.)

- A. Measurable, quantifiable, stable results
- B. Reducing variation in processes and products
- C. Bring transparency in business ethics
- D. Waste reduction in production system

**ANSWER: A B**

**QUESTION NO: 5**

Workflow engines require a significant amount of \_\_\_\_\_ and \_\_\_\_\_ to get underway?

- A. time
- B. resources
- C. money
- D. variance

**ANSWER: A B**

**QUESTION NO: 6**

The purpose of \_\_\_\_\_ is to help you ensure your processes are operating at their most efficient level.

- A. business activity monitoring
- B. process activity monitoring
- C. business analysis tool
- D. business case study

**ANSWER: C**

**QUESTION NO: 7**

\_\_\_\_\_ 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

**ANSWER: C**

#### **QUESTION NO: 8**

Collect Data stage is all about getting the information you need to make the argument for a new process. This information can be acquired through a variety of methods, such as: (Choose two.)

- A. Focus groups
- B. Group meetings
- C. Interviews
- D. Blogs

**ANSWER: A C**

#### **QUESTION NO: 9**

Which two of the following are the Six Steps of Business Process Improvement? (Choose two.)

- A. Know the Customer
- B. Know the Standards
- C. Know the Business
- D. Access the Process

**ANSWER: A D**

#### **QUESTION NO: 10**

On what are KPI's (Key Performance Indicators) based?

- A. Process costs
- B. Cycle costs

- C. Number of involved employees
- D. Strategy and business goals

**ANSWER: D**

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