



Exam Name - Business Process Manager (BPM)®

Exam Code - BPM-001

Sample Exam

The diamond symbol in flowchart process mapping means

- A) decision is to be made
- B) Another step in the process
- C) Indicates direction
- D) Indicates the start of the process

Answer: A

True or False: There are five essential steps to conducting a business analysis.

- A) True
- B) False

Answer: B



Pam is gathering information to design a process. She will consider which of the following concepts?

- A) Mind mapping
- B) Role of content
- C) Brainstorming
- D) RAP model

Answer: B

True or False: The "D" in the DMAIC model stands for "Decide."

- A) True
- B) False

Answer: B

Technology that enables workflow in processes are called:

- A) Workflow designs
- B) Workflow solutions
- C) Technical aids
- D) Workflow engines

Answer: D



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

_____ is the first step of Business Process Improvement model.

- A) How to get the Customer
- B) Where is the Customer
- C) Know the Customer
- D) Know the financial status of the Customer

Answer: C



Why is it important to manage an organization's processes?

- A) To increase productivity
- B) To decrease costs
- C) To increase efficiency
- D) All of the above
- E) None of the above

Answer: D