

## **GAQM BPM-001 Exam**

**Volume: 50 Questions**

Question No: 1

Six Sigma strives to have a process operate at 99% efficiency.

- A. True
- B. False

Answer: B

Question No: 2

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

- A. True
- B. False

Answer: A

Question No: 3

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

Question No: 4

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.

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A. True

B. False

Answer: A

Question No: 5

As long as you have a vision of where your company should be, you will be successful. Sharing this vision is not important.

A. True

B. False

Answer: B

Question No: 6

Why do organizations change their processes?

A. To refocus resources

B. New policies and procedures are developed

C. Processes become outdated

D. All of the above

E. None of the above

Answer: D

Question No: 7

Technology cannot be used to make processes more efficient, productive, and profitable.

A. True

B. False

Answer: B

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Question No: 8

Once you have your process established, there is no need to monitor how the process is performing.

- A. True
- B. False

Answer: B

Question No: 9

Processes exist everywhere.

- A. True
- B. False

Answer: A

Question No: 10

Which of the following tasks should you not perform with your processes?

- A. Ignore them
- B. Design them
- C. Monitor them
- D. Optimize them

Answer: A

Question No: 11

Most processes are a blend of human interaction and IT solutions.

- A. True
- B. False

Answer: A

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Question No: 12

The diamond symbol in flowchart process mapping means

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

Answer: A

Question No: 13

You can improve a process by eliminating wasteful activities.

- A. True
- B. False

Answer: A

Question No: 14

\_\_\_\_\_ helps organizations leverage processes to achieve their goals and be successful.

- A. Pert Chart
- B. Statement of work (SOW)
- C. Flow chart
- D. Business process management

Answer: D

Question No: 15

Business Analysis involves identifying key business objectives and collecting as much data and information as possible.

- A. True