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Business Process Manager (BPM)

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D. Workflow

Answer: C

QUESTION: 45

The “D” in the DMAIC model stands for “Decide.”

- A. True
- B. False

Answer: B

QUESTION: 46

_____ are designed to control, define, standardize, and structure how procedures are carried out within an organization.

- A. Business rules
- B. Business analysis
- C. Business ethics
- D. Business strategy

Answer: A

QUESTION: 47

Technology that enables workflow in processes are called:

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

Answer: D

QUESTION: 48

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: 49

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

QUESTION: 50

A swimlane process map:

- A. Distinguishes the responsibilities for steps within a process
- B. Uses colored visual indicators to indicate progress
- C. Lists tasks and deadlines
- D. Provides real-time data on process efficiency

Answer: A

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