



Certified Business Process Professional

CBPP™ Examination Handbook

January 2022

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1. Introduction

The Association of Business Process Management Professionals International (ABPMP) presents an associate level Business Process Management (BPM) practitioner certification: The Certified Business Process Professional (CBPP®). This certification can be earned by having at least 4 Years Process management, Process improvement, or Process transformation experience. You must have documented experience and qualifications and references.

The Certified Business Process Professional (CBPP™) program will evaluate an individual’s knowledge and experience based on a rigorous examination and an assessment of work history and education. The Certification program is designed to promote the various competencies and expertise across the disciplines of the business process management profession.

This document is intended as a study guide for the ABPMP CBPP™ examination.

The examination is specifically designed to challenge your knowledge and ability to apply the BPM CBOK® concepts and techniques used to improve business operations and enable organizational transformation.

You will be required to describe in a narrative format that demonstrates your experience in the context of the knowledge areas of the BPM CBOK® version 4.0. You will also be required to describe your BPM projects, what you did on those projects in terms of the situation and the business processes in focus and what you did to improve or transform the business processes.

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| Certification Name | Certified Business Process Professional - CBPP® |
| Eligibility Requirements | 4 years minimum Business Process Experience - also - 6 months credit for an Advanced Degree & Approved Industry Certifications e.g. PMI; IIBA |
| Steps to Obtaining Credential | Application Process & Multiple Choice Exam |
| Exam Information | 3 hours; 140 questions |
| Credential Maintenance | 3 years; 60 CE Credits |

2. How is the test administered?

The BPM CBOK version 4.0 will be provided to those applying for the certification process. Questions will follow the topics outlined in the attached blueprint summary. Questions are randomly placed throughout the examination covering the concepts in the blueprint.

Computer-based testing is the standard method of administration for professional examinations. The allotted time to complete the computer-based examination is 3 hours. The time used to complete the survey is not included in the examination time.

3. What is the application process?

Candidates interested in CBPP should contact the local ABPMP chapter for further details and access the application form for the process. Candidates will be required to meet the minimum qualifications outlined in this document. The completed application form will be reviewed by the chapter education representatives and successful applications will be forwarded to the exam scheduling process. In addition to the Application form, candidates will be asked to sign the ABPMP Code of Ethics, prior to scheduling the exam.

4. How are the exam questions designed?

A team of experts (Certification Committee) developed a databank of test items based on the ABPMP CBOK, industry knowledge and BPM best practices as represented in the blueprint.

Test items are in the form of a stem and four possible answers. There is one best answer and three distracters. The choices will require the candidate to be well prepared and knowledgeable about the topic to choose the actual best answer.

CBPP™ examination questions:

- ✓ Are developed and independently validated by global work groups of CBPP™ credential holders
- ✓ Are monitored through psychometric analysis
- ✓ Are validated for the required passing score using results from a group of experienced professionals, practitioners in the field.
- ✓ Satisfy the test specifications of the Certified Business Process Professional Examination Blueprint Document

5. Exam Blueprint Knowledge Areas

The examination blueprint specification details the percentage of questions contained in each knowledge area. The following represents the percentage of questions in each domain that are included in the examination.

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| 1.0 Business Process Management | | |
| 1.1 Business Process Principles | 9 | 6% |
| 1.2 BPM Professionals | | |
| 2.0 Process Analysis | 17 | 12% |
| 2.1 Process Analysis Methods | | |
| 2.2 Process Analysis Techniques | | |
| 3.0 Process Modeling | 14 | 10% |
| 3.1 Process Modeling Standards | | |
| 3.2 Process Modeling Notations | | |
| 4.0 Process Design and Transformation | 15 | 11% |
| 4.1 Process Design Principles | | |
| 4.2 Process Design Methodologies | | |
| 5.0 Process Performance Management | 15 | 11% |
| 5.1 Effective Process Measures | | |
| 5.2 Process Improvement Methodologies | 17 | 12% |
| 6.0 Process Management Roles | 19 | 11% |
| 6.1 Process Organizational Structures | | |
| 6.2 Organizational Change Management | | |
| 7.0 Enterprise Process Management | 20 | 14% |
| 7.1 Enterprise Process Governance | | |
| 7.2 Process Frameworks | | |
| 8.0 BPM Systems | 14 | 10% |
| 8.1 BPM System Architecture | | |
| 8.2 BPM System Components | | |
| 8.3 Business Process Rules | | |
| Total Questions: | 140 | 100% |

6. Sample Examination Questions

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| Number of Questions | 140 |
| Intent | <p>The following are sample questions intended to give the reader an idea of the types of questions being asked on the CBPP® examination. They are intended as examples only and are not included in the actual examination. Careful study and knowledge of the BPM-CBOK® is required to pass the exam.</p> <p>Please read the question and all answers, then chose the <u>best possible answer</u> from the options presented. Please answer all questions; there no penalty for wrong answers. Unanswered questions will be scored with zero points.</p> |
| Additional Materials | This is a closed book examination. You are not allowed to use any additional material during the exam. |
| Length of Exam | 90 Minutes |

| Date | Name | Last name | score |
|------|------|-----------|-------|
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Sample CBPP® Exam Questions

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| 001 | | What do business processes define? |
| A | <input type="checkbox"/> | The company's strategy |
| B | <input type="checkbox"/> | The efficiency of process execution |
| C | <input checked="" type="checkbox"/> | The end-to-end series of events for interacting with customers |
| D | <input type="checkbox"/> | Only the in-house services |

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| 002 | | BPM (Business Process Management) is... |
| A | <input type="checkbox"/> | A strategic technique |
| B | <input type="checkbox"/> | An approach for performance improvement |
| C | <input checked="" type="checkbox"/> | A management discipline |
| D | <input type="checkbox"/> | A tool for automating business processes |

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| 003 | | One of the most important BPM success factors is... |
| A | <input type="checkbox"/> | Selection of the right methods and tools |
| B | <input checked="" type="checkbox"/> | Clear responsibility for organizational hand-offs in the business processes |
| C | <input type="checkbox"/> | A group of external sponsors |
| D | <input type="checkbox"/> | A solid management organization |

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| 004 | | In process modeling it is beneficial if work-shop participants... |
| A | <input type="checkbox"/> | have comprehensive knowhow about financing issues |
| B | <input type="checkbox"/> | are informed about all IT-Systems the enterprise uses |
| C | <input checked="" type="checkbox"/> | represent the entire business process as cross-functional group |
| D | <input type="checkbox"/> | already developed a finished process module for their sector |

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| 005 | | What is the job of the process owner? |
| A | <input checked="" type="checkbox"/> | Responsible for process design, process performance and development of the solution |
| B | <input type="checkbox"/> | Execution of project management for re-engineering |
| C | <input type="checkbox"/> | Development of the database design for the repository |
| D | <input type="checkbox"/> | Selection and procurement of BPM-tools |

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| 006 | | When should effective Change Management steps start? |
| A | <input type="checkbox"/> | In the phase of the introduction of the process |
| B | <input type="checkbox"/> | After the BPM project |
| C | <input checked="" type="checkbox"/> | With the BPM project initiation |
| D | <input type="checkbox"/> | When problems occur during the implementation |

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| 007 | | Why is focused People & Change Management necessary in BPM? |
| A | <input type="checkbox"/> | To achieve quick wins faster |
| B | <input checked="" type="checkbox"/> | To anticipate the impact on stakeholders |
| C | <input type="checkbox"/> | To assure customers of success |
| D | <input type="checkbox"/> | To motivate the process team |

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| 008 | | A good process culture is characterized by ... |
| A | <input type="checkbox"/> | A matrix organization |
| B | <input type="checkbox"/> | Clearly defined business units |
| C | <input type="checkbox"/> | The overall use of BPMS-suites |
| D | <input checked="" type="checkbox"/> | Stakeholder awareness of full end-to-end processes |

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| 009 | | Business Process Management (BPM) is focused on ... |
| A | <input type="checkbox"/> | The adoption of best practice from other enterprises |
| B | <input type="checkbox"/> | The continuous review and adoption of BPM technologies |
| C | <input checked="" type="checkbox"/> | the alignment of business processes and organization structures according to the organizations strategy |
| D | <input type="checkbox"/> | The analysis of single business processes |

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| 010 | | What is the primary purpose of the usage of process models? |
| A | <input type="checkbox"/> | Standardization of business processes |
| B | <input type="checkbox"/> | Preparation of training material for the launch of the processes |
| C | <input checked="" type="checkbox"/> | Analysis, documentation and design of business processes |
| D | <input type="checkbox"/> | A system for measurement of process cycle times |

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| 011 | | What is the goal of a process simulation? |
| A | <input checked="" type="checkbox"/> | Anticipate process behavior |
| B | <input type="checkbox"/> | Variation of parameters |
| C | <input type="checkbox"/> | Calculation of process variables |
| D | <input type="checkbox"/> | Production of a graphical process model |

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| 012 | | An important step in process design is ... |
| A | <input type="checkbox"/> | The definition of the company's strategy |
| B | <input type="checkbox"/> | The development of a new process related compensation system |
| C | <input checked="" type="checkbox"/> | The development and definition of useful key performance indicators (KPI's) |
| D | <input type="checkbox"/> | The selection and deployment of external consultants |

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| 013 | | What is the biggest benefit of using BPM-technologies? |
| A | <input checked="" type="checkbox"/> | The use of standards to support the whole BPM-lifecycle. |
| B | <input type="checkbox"/> | The usage of the technology provides a comprehensive document management |
| C | <input type="checkbox"/> | The graphical presentation for the automation of workflows |
| D | <input type="checkbox"/> | The possibility of programming in BPEL (Business Process Execution Language) |

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| 014 | | What is one of the primary purposes of process modeling? |
| A | <input type="checkbox"/> | Verbal description of the process features |
| B | <input checked="" type="checkbox"/> | Visual illustration of process features to ensure better communication |
| C | <input type="checkbox"/> | Presentation of the process-lifecycle |
| D | <input type="checkbox"/> | Creation of specifications for process simulation |

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| 015 | | Which role do business rules play in the execution of a processes? |
| A | <input type="checkbox"/> | Usually, they are not important in the execution of processes |
| B | <input checked="" type="checkbox"/> | They determine how activities shall be performed |
| C | <input type="checkbox"/> | They manage the interaction with the customer in automated processes |
| D | <input type="checkbox"/> | They always control only parallel processes |

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| 016 | | Which method for process implementation and introduction does NOT belong to BPM? |
| A | <input type="checkbox"/> | Six Sigma |
| B | <input type="checkbox"/> | Lean Management |
| C | <input checked="" type="checkbox"/> | Overhead Value Analysis |
| D | <input type="checkbox"/> | TQM |

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| 017 | | How does Activity Based Costing improve business processes? |
| A | <input type="checkbox"/> | With reduction of the overhead and allocated costs (indirect costs) |
| B | <input type="checkbox"/> | With minimization of cycle times |
| C | <input type="checkbox"/> | With static methods |
| D | <input checked="" type="checkbox"/> | With the analysis of cost drivers and the minimization of activities that do not create value |

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| 018 | | Which is an essential success factor for process performance measurement and control? |
| A | <input checked="" type="checkbox"/> | Involvement of stakeholders in the process improvement process |
| B | <input type="checkbox"/> | Use of a comprehensive BPM-Suite and BPMN |
| C | <input type="checkbox"/> | Integration of a simulation model in the process |
| D | <input type="checkbox"/> | Implementation of an incentive plan for the employees |

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| 019 | | A frequent reason for the failure of BPM-Projects is... |
| A | <input type="checkbox"/> | There is not enough executive involvement |
| B | <input type="checkbox"/> | Too much training of the process owner |
| C | <input type="checkbox"/> | Comprehensive BPM-tools have not been used |
| D | <input checked="" type="checkbox"/> | The change management processes have not been managed properly |

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| 020 | | On what are KPI's (Key Performance Indicators) based? |
| A | <input type="checkbox"/> | Process costs |
| B | <input type="checkbox"/> | Cycle costs |
| C | <input type="checkbox"/> | Number of involved employees |
| D | <input checked="" type="checkbox"/> | Strategy and business goals |