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CIPS Defining Business Needs Sample Questions (Q165-Q170):

NEW QUESTION # 165

A buying organisation may not have technical capability to produce a highly complex specification. Which of the following are sources of information that can be used to create the specification? Select TWO that apply

- A. Industry standards
- B. Suppliers' know-how
- C. Standard terms and conditions
- D. Name cards
- E. Constitution

Answer: A,B

Explanation:

If an organisation doesn't have capability to produce a technical specification, they can draft one based on standards or consulting the suppliers.

Reference: CIPS study guide page 125-130

LO 3, AC 3.1

NEW QUESTION # 166

Which of the following is the purpose of benchmarking?

- A. To identify and adapt the best practices to improve organisation's performance
- B. To copy other organisation's intellectual properties, processes and practices
- C. To coerce all suppliers to sacrifice their profit
- D. To resist continuous improvement

Answer: A

Explanation:

According to US Department of the Navy, Benchmarking is a strategic and analytic process of continuously measuring an organisation's products, services, and practices against a recognised leader in the studied area.

Successful benchmarking will help you:

- Find who does the process best and close the gap
- Recognise the leading organisations in a process or activity
- Create performance standards derived from an analysis of the best in business
- Ensure that comparisons are relevant
- Measure your performance, your processes, and your strategies against best in business
- Measure business processes
- Assess performance over time
- Accelerate continuous process improvement (CPI)
- Establish more credible goals for CPI
- Establish actionable objectives
- Discover and clarify new goals
- Establish customer expectations of business standards set by the best suppliers in industry
- Help your organisation achieve breakthrough improvements
- Create a sense of urgency for change
- Increase customer satisfaction
- Become direction setting
- Provide a positive, proactive structured process

Benchmarking does not:

- Copy the other's processes
- Steal other business confidentiality
- Stop. Benchmarking is a continuous process.

NEW QUESTION # 167

Which of the following is the disadvantage of embedding standards in a specification?

- A. Standards do not improving buyer's bargaining power
- B. Embedding standards into specification requires enormous time and effort
- C. Standards are too static and discourage innovation
- D. Standards are too flexible and may cause ambiguity in the specification

Answer: C

Explanation:

"Standards are often produced by professional bodies (maybe national or international bodies). Standards tend to be stable for a period of time, therefore, they are likely to be static and discourage innovation."

NEW QUESTION # 168

Which of the following is part of a conformance specification?

- A. Ideas, innovation, tolerances, and descriptions
- B. Ideas, dimensions, tolerances, and output
- C. Material, innovation, performance, and descriptions
- D. Material, dimensions, tolerances, and drawings

Answer: D

Explanation:

Detailed Explanation:

Conformance specifications are highly detailed, covering exact materials, dimensions, tolerances, and technical drawings. They ensure precision in manufacturing and consistency between suppliers. Reference:

CIPS Level 4, Specification and Contract Development.

NEW QUESTION # 169

Homecare Direct is a supplier of healthcare devices that has developed a new innovative product. Three buying organisations want to place orders, but feel the price is too high as the product is new. What action could the buying organisations take to increase their bargaining power?

- A. The buyers should consolidate their requirements negotiate and purchase together
- B. The buyers should request a special discount for the first purchaser
- C. The buyers should ask the supplier for exclusivity to one of the buying organisations
- D. Each buyer should negotiate and purchase their requirements separately

Answer: A

NEW QUESTION # 170

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