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APICS CPIM-8.0 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Sales and Operations Planning: This module assesses the skills of Operations Planners in terms of sales and operations planning processes. It includes understanding the purpose of S&OP, creating aggregate demand plans, and reconciling these plans to ensure alignment between sales forecasts and operational capabilities. A crucial skill measured is "reconciling supply-demand gaps."
Topic 2	<ul style="list-style-type: none">• Supply Chains and Strategy: This section of the exam measures the skills of Supply Chain Managers and covers various aspects related to supply chains, including their interaction with the environment and strategic objectives. It delves into developing organizational strategies, functional strategies, performance monitoring using KPIs, risk management, capital equipment management, and sustainability strategies. A key skill assessed here is "analyzing market trends."
Topic 3	<ul style="list-style-type: none">• Quality, Technology, and Continuous Improvement: This section assesses skills of Quality Assurance Specialists, focusing on quality assurance methodologies enhanced by technology to drive continuous improvement efforts. A key skill measured here is "enhancing quality metrics."

Topic 4	<ul style="list-style-type: none"> • Detailed Schedules: This section assesses the skills of Production Planners by focusing on detailed scheduling processes for production or service delivery environments. It includes methods like PAC (Programmable Automation Controller) scheduling techniques to manage detailed production timelines efficiently across different materials required for manufacturing or service delivery processes.
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APICS Certified in Planning and Inventory Management (CPIM 8.0) Sample Questions (Q348-Q353):

NEW QUESTION # 348

An organizational policy requires that any data from organization-issued devices be securely destroyed before disposal. Which method provides the BEST assurance of data destruction?

- A. Reformatting
- B. Erasing
- C. Incinerating
- D. Degaussing

Answer: D

NEW QUESTION # 349

Which Virtual Private Network (VPN) protocol provides a built-in encryption?

- A. Layer 2 Forwarding Protocol
- B. Point-to-Point Tunneling Protocol
- C. Internet Protocol Security (IPsec)
- D. Layer 2 Tunneling Protocol

Answer: C

NEW QUESTION # 350

The most relevant measure of customer service performance is:

- A. positive customer feedback as a percentage of customer feedback.
- B. service promised to the customer against service measured by the supplier.
- C. customer complaints received as a percentage of orders shipped.
- D. service perceived by the customer against service expected by the customer.

Answer: D

Explanation:

Customer service performance is the degree to which a company meets or exceeds the expectations of its customers in terms of the quality, timeliness, and satisfaction of the service provided. The most relevant measure of customer service performance is the service perceived by the customer against the service expected by the customer, also known as the service quality gap. This measure captures the difference between what customers expect from a service and what they actually receive, and reflects the level of customer satisfaction or dissatisfaction. A positive service quality gap indicates that the service exceeded the expectations, while a

negative service quality gap indicates that the service fell short of the expectations. The other options are not as relevant as the service quality gap because they do not account for the customer's perspective or perception of the service. Service promised to the customer against service measured by the supplier is an internal measure of service performance, but it does not reflect how the customer perceives the service. Customer complaints received as a percentage of orders shipped is a measure of service failure, but it does not capture the positive feedback or the silent dissatisfied customers. Positive customer feedback as a percentage of customer feedback is a measure of service satisfaction, but it does not account for the customer's expectations or the service quality dimensions. Reference:

CPIM Part 2 Exam Content Manual, p. 67

Customer Service Metrics: Top 10 to Measure

20 Customer Service KPIs You Need To Know

NEW QUESTION # 351

A company selling seasonal products is preparing their sales and operations plan for the coming year. Their current labor staffing is at the maximum for their production facility and cannot meet the forecasted demand.

The business plan shows they do not have the financial capability to add to the production facility. Which of the following actions would be most appropriate?

- A. Use chase production planning and only take the orders that can be produced in the high demand season.
- **B. Use level production planning and investigate subcontracting to meet the extra demand.**
- C. Use hybrid production planning to save labor costs and inventory costs in the low demand season.
- D. Use hybrid production planning and reduce the size of the customer base during the high demand season.

Answer: B

Explanation:

Level production planning is a strategy that maintains a constant output rate, production rate, or workforce level over the planning horizon. It is suitable for products with stable demand or seasonal demand that can be smoothed by using inventory or backorders. Level production planning can help reduce labor costs, hiring and firing costs, and overtime costs. However, it may also result in high inventory costs or customer dissatisfaction due to long lead times or stockouts. To overcome these drawbacks, the company can investigate subcontracting to meet the extra demand during the peak season. Subcontracting is the process of outsourcing some or all of the production to another firm. It can help the company increase its capacity, flexibility, and responsiveness without investing in additional facilities or equipment. Subcontracting can also reduce the risk of obsolescence or spoilage of seasonal products.

Option B is not appropriate, because chase production planning is a strategy that adjusts the production rate to match the demand rate over the planning horizon. It is suitable for products with highly variable or uncertain demand that cannot be smoothed by using inventory or backorders. Chase production planning can help minimize inventory costs and avoid overproduction or underproduction. However, it may also result in high labor costs, hiring and firing costs, and overtime costs. Moreover, it may limit the company's ability to capture the market share and satisfy the customer demand during the high demand season.

Option C is not appropriate, because hybrid production planning is a strategy that combines the features of level production planning and chase production planning. It is suitable for products with moderate variability or uncertainty in demand that can be partially smoothed by using inventory or backorders. Hybrid production planning can help balance the trade-offs between inventory costs and labor costs. However, it may also increase the complexity and difficulty of coordinating the production and demand plans. Moreover, it may not address the company's financial constraints or capacity limitations.

Option D is not appropriate, because reducing the size of the customer base during the high demand season is a risky and counterproductive move. It may result in losing loyal customers, damaging the company's reputation, and forfeiting potential profits. It may also create an opportunity for competitors to gain market share and customer loyalty.

References:

*Sales and Operations Planning: An Overview

*Sales and Operations Planning: Strategies and Techniques

*Sales and Operations Planning: Best Practices

NEW QUESTION # 352

Small, independent demands for components and subassemblies typically arise from which of the following sources?

- A. Scrap allowance
- B. Original equipment manufacturers
- **C. Repair and service requirements**
- D. Warehouse orders

Answer: C

Independent demand for components and subassemblies is not tied to the demand of a higher-level item.

"Independent demand... includes service/replacement parts and maintenance repair operating supplies."

NEW QUESTION # 353

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