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2025 ACTUAL EXAM COMPLETE 100+ QUESTIONS AND
CORRECT ANSWERS | ALREADY GRADED A+ | | BRAND
NEW!!

Re-buy - **CORRECT ANSWER >>>** It is not necessary to specify a new specification or to source the market. Call-off or framework agreement. A preferred supplier is in place

Modified Buy - **CORRECT ANSWER >>>** Review of existing contract requirements and making any necessary amendments such as to build additional benefits, streamline the business or to establish new KPIs/SLAs. Where some of the specification or requirements have changed.

New Buy - **CORRECT ANSWER >>>** A new purchase outlines requirements that have not been specified before. There is a higher risk involved in procuring a new purchase, demand/supplier/market analysis should be conducted, and new specific KPIs should be included in the specification.

Business Needs - **CORRECT ANSWER >>>** The mission of the organisation determines its requirements and therefore what procurement needs to source.

R - regulatory (any legal requirements)

A - availability (supply of goods/services when required, risk, financial and capacity)

Q - quality (consistency, repeatability, and fit for purpose)

S - service requirements (flexibility, support, availability)

C - cost (target costs, total cost of ownership, continuous improvement)

I - Innovation (improving customer experience) - **CORRECT ANSWER >>>** A model that can be used to identify business needs.

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CIPS L4M2: Defining Business Needs is a certification exam offered by the Chartered Institute of Procurement and Supply (CIPS). L4M2 Exam is designed to test the knowledge and skills of procurement professionals in defining and analyzing business needs, as well as in developing procurement strategies to meet those needs.

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The Chartered Institute of Procurement and Supply (CIPS) is a globally recognized professional body that offers training and certification programs in procurement and supply chain management. The CIPS Level 4 Diploma in Procurement and Supply is a highly sought-after qualification that prepares professionals for strategic procurement roles. The second module of this diploma is Defining Business Needs, which equips learners with the skills and knowledge needed to identify and analyze organizational needs.

CIPS Defining Business Needs Sample Questions (Q130-Q135):

NEW QUESTION # 130

Standards are documents that stipulate or recommend minimum levels of performance and quality levels of goods and services. The government is the only source of any standards that are applied by businesses in nations. Is this correct?

- **A. No, standards can be generated internally by other organisations besides the government and ISO**
- B. Yes, because a country has a national body that regulates standards within the nation
- C. Yes, the only other possible source is through international initiatives such as ISO
- D. No, governments only create standards for products related to national security

Answer: A

NEW QUESTION # 131

Synergy Ltd is a fast-growing tool and hardware retailer. The company's customer services team has been using Excel worksheets to manage customer relationships. When the company is expanding its market presence, this way of working leads to poorer customer services as the database is scattered around in spreadsheet, leading to patchy and inconsistent conversations with customers. The company decides to purchase a CRM system. What requirement should Synergy's procurement team take into account in the specification for CRM system?

- **A. The ability to import bulk data from Excel spreadsheets**
- B. The relative size of the potential suppliers to Synergy
- C. The form and reference number of the purchase order
- D. Total number of the supplier's employees

Answer: A

Explanation:

The purpose of this question is to test the student's ability to identify the problems and translate those problems to actionable requirements before communicating with the suppliers. The scenario suggests that Synergy Ltd's customer services team is using Excel spreadsheets, they lack a centralised customer database.

This leads to problems in communications with customers.

A CRM system can solve the communication problem. But a question arises: If a CRM system is employed, how will the previous data be imported? If the CRM system can support bulk import from Excel tables, it will save a lot of time.

Reference: CIPS study guide page 10-18

LO 1, AC 1.1

NEW QUESTION # 132

A company is planning the procurement of an IT system and wants to agree a through-life contract with the supplier to ensure ongoing system support. The first step in producing that specification should be to:

- A. Prepare tendering documents
- B. Identify the IT system supplier
- **C. Define the user requirements**
- D. Build a design

Answer: C

Explanation:

Writing a high-quality specification is very crucial in every purchase. In through-life management, it is even more important since the assets often have very high value. Defining user requirement is the first step to write a specification. Without doing this right, many problems may arise in later stages.

NEW QUESTION # 133

A conformance specification with designs should contain more detail than a performance specification with outputs. Is this statement TRUE or FALSE?

- A. False, outputs are usually easier to describe than designs
- B. False, the outputs should include detailed drawings of the requirement
- C. True, the supplier will need to allow for innovation
- D. True, the supplier will need to know exactly what is required

Answer: D

NEW QUESTION # 134

Which of the following content should a performance specification feature? Select TWO that apply.

- A. Required quality level
- B. Outcomes to be achieved
- C. Drawings of the required product
- D. Approved/excluded materials requirements
- E. Exact details of the packaging

Answer: A,B

NEW QUESTION # 135

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