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### APICS CPIM-8.0 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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."</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>Inventory: The inventory module evaluates the skills of Inventory Controllers, covering inventory planning principles such as determining optimal stock levels based on costs versus benefits analysis metrics like ABC classification systems used globally today along with itemized inventory control mechanisms ensuring efficient stock turnover rates while minimizing holding costs.   Distribution: This section measures the abilities of Logistics Coordinators, focusing on distribution network design principles that optimize replenishment orders efficiently while considering reverse logistics practices aimed at reducing waste through proper disposal methods according to environmental regulations.</li> </ul>

Topic 3	<ul style="list-style-type: none"> <li>• 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&amp;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."</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• 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."</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## APICS Certified in Planning and Inventory Management (CPIM 8.0) Sample Questions (Q270-Q275):

### NEW QUESTION # 270

An example of a flexibility metric for an organization is:

- A. percentage of orders delivered late.
- B. cycle time.
- C. average batch size.
- D. scrap rate.

**Answer: B**

Explanation:

A flexibility metric is a measure of how well an organization can adapt to changes in demand, supply, or technology. Flexibility metrics can be classified into three categories: volume flexibility, mix flexibility, and new product flexibility. Volume flexibility is the ability to adjust the output level to meet fluctuations in demand. Mix flexibility is the ability to produce different types of products or services with the same resources. New product flexibility is the ability to introduce new products or services quickly and efficiently. Cycle time is an example of a flexibility metric, as it measures the time required to complete a process or activity, from start to finish. Cycle time can indicate the responsiveness and agility of an organization, as shorter cycle times imply faster delivery, lower inventory, and higher customer satisfaction. Cycle time can also reflect the efficiency and quality of an organization, as shorter cycle times imply less waste, fewer errors, and lower costs. Therefore, cycle time is a relevant metric for assessing the flexibility of an organization. Reference := CPIM Part 2 Exam Content Manual, Version 8.0, ASCM, 2021, p. 29. CPIM Part 2 Learning System, Version 8.0, Module 3, Section A, Topic 3.

### NEW QUESTION # 271

A department manager executes threat modeling at the beginning of a project and throughout its lifecycle. What type of threat modeling is being performed?

- A. Reactive threat modeling
- B. Risk assessment
- C. Threat modeling assessment
- D. Proactive threat modeling

**Answer: D**

### NEW QUESTION # 272

The most relevant measure of customer service performance is:

- A. service promised to the customer against service measured by the supplier.

- B. positive customer feedback as a percentage of customer feedback.
- **C. service perceived by the customer against service expected by the customer.**
- D. customer complaints received as a percentage of orders shipped.

**Answer: C**

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. References:

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 # 273**

Which of the following benefits typically will be realized when switching from a functional to a cellular layout?

- A. Equipment utilization will be higher.
- **B. Products will have faster throughput.**
- C. Quality inspections will be reduced.
- D. Capital expenditures will be reduced.

**Answer: B**

Explanation:

A cellular layout is a workplace organization in which processes are organized by the product or product family, rather than by the type of work (function). A cellular layout consists of cells, which are groups of machines or workstations that are located close to each other and perform all the operations required for a product or product family. A cellular layout has several advantages over a functional layout, such as reduced material handling, improved quality, increased flexibility, and enhanced employee involvement. One of the main benefits of a cellular layout is that products will have faster throughput. Throughput is the rate at which products are produced and delivered to the customers. A cellular layout can increase the throughput by reducing the travel distance, the waiting time, and the setup time for the products. A cellular layout can also improve the production flow, the synchronization, and the visibility of the products. The other options are not correct, as they are not the typical benefits of switching from a functional to a cellular layout, but rather possible drawbacks or trade-offs of switching from a functional to a cellular layout:

Equipment utilization will be higher: This is unlikely to be true, as a cellular layout may result in lower equipment utilization than a functional layout. Equipment utilization is the ratio of the actual output of a machine to its maximum possible output. A cellular layout may reduce the equipment utilization by dedicating some machines to specific products or product families, which may limit the sharing of machines across different products or product families. A cellular layout may also reduce the equipment utilization by balancing the workload among the machines within a cell, which may prevent some machines from operating at their full capacity.

Quality inspections will be reduced: This may or may not be true, depending on the quality level and the quality control system of the production process. A cellular layout may reduce the quality inspections by improving the quality of the products, as the workers in a cell are more responsible, skilled, and empowered to perform the operations and to detect and correct the defects. However, a cellular layout may also increase the quality inspections by requiring more frequent and rigorous checks of the products, as the products move from one cell to another or from one stage to another.

Capital expenditures will be reduced: This is unlikely to be true, as a cellular layout may result in higher capital expenditures than a functional layout. Capital expenditures are the costs of acquiring or upgrading the fixed assets, such as machines, equipment, or facilities. A cellular layout may increase the capital expenditures by requiring more machines or equipment to create the cells, especially if the machines or equipment are specialized or customized for specific products or product families. A cellular layout may also increase the capital expenditures by requiring more space or facilities to accommodate the cells, especially if the cells are dispersed or isolated from each other. Reference:

[CPIM Part 2 - Section B - Topic 4 - Sustainability]



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