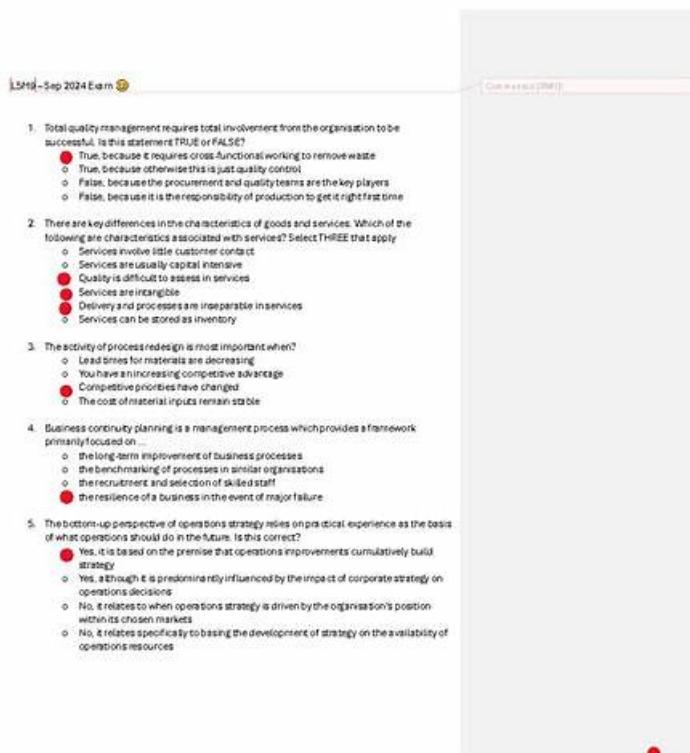


L5M9題庫，L5M9考試資料



The screenshot shows a digital exam interface for the CIPS L5M9 exam. At the top, it says 'L5M9 - Sep 2024 Exam' and 'Question 1 of 5'. The main area contains the following questions:

1. Total quality management requires total involvement from the organisation to be successful. Is this statement TRUE or FALSE?
 - True, because it requires cross-functional working to remove waste
 - True, because otherwise this is just quality control
 - False, because the procurement and quality teams are the key players
 - False, because it is the responsibility of production to get it right first time
2. There are key differences in the characteristics of goods and services. Which of the following are characteristics associated with services? Select THREE that apply
 - Services involve little customer contact
 - Services are usually capital intensive
 - Quality is difficult to assess in services
 - Services are intangible
 - Delivery and processes are inseparable in services
 - Services can be stored as inventory
3. The activity of process redesign is most important when?
 - Lead times for materials are decreasing
 - You have an increasing competitive advantage
 - Competitive priorities have changed
 - The cost of material inputs remain stable
4. Business continuity planning is a management process which provides a framework primarily focused on
 - the long-term improvement of business processes
 - the benchmarking of processes in similar organizations
 - the recruitment and selection of skilled staff
 - the resilience of a business in the event of major failure
5. The bottom-up perspective of operations strategy relies on practical experience as the basis of what operations should do in the future. Is this correct?
 - Yes, it is based on the premise that operations improvements cumulatively build strategy
 - Yes, it is through it is predominantly influenced by the impact of corporate strategy on operations decisions
 - No, it relates to when operations strategy is driven by the organisation's position within its chosen market
 - No, it relates specifically to basing the development of strategy on the availability of operations resources

難道你不想在你的工作生涯中做出一番輝煌的成績嗎？肯定希望那樣吧。那麼，你就有必要時常提升自己了。在CIPS行業工作的你應該怎樣提升自己的水準呢？其實參加IT認證考試獲得認證資格是一個好方法。CIPS的認證考試資格是很重要的資格，因此參加L5M9考試的人變得越來越多了。

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>> [L5M9題庫 <<](#)

CIPS L5M9題庫和PDFExamDumps - 保證認證成功，簡便的培訓方式

擁有CIPS認證可以證明考生能夠勝任這個職位。往往能力強的考生嘆息道：“如果可以擁有本證書，這個職位鐵定是我的。”那為什麼不儘早讓考試順利過關了。越早擁有CIPS認證，可以比別人多一份選擇理想工作的。但是如何能順利過關完成CIPS認證成了技術人員最頭疼的問題。如果你需要幫助，PDFExamDumps能幫助每個IT人士，因為它的L5M9測試題庫和L5M9學習指南可以幫助你通過真正的考試。

最新的 CIPS Level 5 Advanced Diploma in Procurement and Supply L5M9 免費考試真題 (Q109-Q114):

問題 #109

There are four manufacturing companies located on Seashell Industrial Estate. Each company creates a different product and employs a different maintenance approach to its operations. For each company, select the corresponding maintenance approach and

the key operating process characteristic.

Company 1: This company creates craft beer and offers customers a tour of the brewery for a small charge. The brewing equipment is serviced monthly and the brewery is kept extremely clean. All equipment is labelled with the last service date.

Company 2: This company produces seasonal items such as Easter Eggs and Christmas Cake. The equipment has a control panel where lights will flash red advising staff to check oil levels and components. Staff can then report issues to the maintenance team if remedial work is required. Product demand fluctuates throughout the year.

Company 3: This equipment does not often break down and is only fixed when it is reported by staff as no longer working.

Company 3 creates toys, providing a large range of product sizes and colours based on different customer requirements.

Company 4: Parts of the machine are serviced quarterly but in general, the machine is left to run its course and is then replaced when it is no longer financially viable to fix. The company produces cereal and the operating process is focused on the quantity produced and therefore uses standardised processes.

Complete the table below by listing the maintenance approach and operating process characteristic for each company. Each response should only be used once: preventative maintenance, run to breakdown maintenance, condition-based maintenance, mixed maintenance, volume, visibility, variation, variety

Which of the following will you put into box 1?

- A. mixed maintenance
- B. run-to-breakdown maintenance
- **C. preventative maintenance**
- D. condition-based maintenance

答案: C

解題說明:

The correct answers are as follows:

問題 #110

Below are details of 4 local manufacturing companies. For each company you must decide what the main objective is for the organisation and what layout their manufacturing plant has.

Company 1: This company creates large, delicate products which are hard to move. The main aim of the company is to stand out from competitors due to the superior level of materials used and by using the latest forms of technology to create the items.

Company 2: This company produces 72 different items and has designated zones within its premises for the creation of each item. The zones are organised based on the technology used and some products may be passed between different zones to be completed. The company creates many different items in response to changing customer demands, with many product lines only lasting a single season.

Company 3: Company 3 creates one product which flows along a single production line, with staff members adding to the product on four different occasions. The company must produce a high volume of this singular product in order to break even. Therefore, there is always a steady flow of items through the plant and it is important there is no stoppage in production.

Company 4: This company produces small batches of products, as and when they are ordered by customers. Due to uncertainty in demand, a high profit margin is added to the cost of each item. Teams in the factory are grouped into different areas depending on the technological process they are using.

Complete the table below by listing the objective criteria and plant layout for each company. Each response should only be used once: flexibility, speed, quality, cost, functional layout, cell layout, product layout, fixed-position layout

Which of the following will you put into box 5?

- **A. fixed-position layout**
- B. cell layout
- C. functional layout
- D. product layout

答案: A

解題說明:

The correct answers are as follows:

問題 #111

Little Joy Ltd is a large company with several functional departments. Below are details of four departments. For each, you must decide which functional area of the business the department is, as well as the SERVQUAL Gap that each Department Lead is

concerned with.

Department 1: This department is concerned with the creation of products. The products are created in line with BS EN 716-1 and undergo vigorous tests before they leave the factory. Many customers are unaware of the additional costs of testing to BS EN 716-1 and complain about the price of this product line.

Department 2: Other departments of the business are internal customers of this functional area and approach the Department Lead when they require something to be bought. Often the internal customers have unrealistic expectations of the timescales involved in the process and the Department Lead spends a lot of time explaining lead times and logistics.

Department 3: This functional area creates the budgets for the company and emails these to the Department Leads at the beginning of every quarter. Due to the complexity of the documents, other functional areas of the business often don't understand the information provided.

Department 4: This area of the business is concerned with revenue, which has recently slumped. The Department Lead is conducting market surveys to find out the reason for this.

Complete the table below by listing the Functional Area of the business, and the corresponding SERVQUAL Gap. Each response should only be used once: procurement, finance, sales, production, satisfaction gap, delivery gap, standards gap, communication gap.

Which of the following will you put into box 2?

- A. production
- B. procurement
- C. finance
- D. sales

答案: B

解題說明:

The correct answers are as follows:

□

問題 #112

Many companies choose locations for manufacturing facilities in low-cost countries. What is the benefit for a company of doing this?

- A. far from customers, availability of raw materials
- B. high environmental and ethical standards, low cost land
- C. close to customers, low cost land, readily available labour
- D. low cost land and facilities, access to government incentives

答案: D

解題說明:

2 is the correct answer- this is taken from p.54 'site selection'. Option 1 is incorrect because low-cost countries are not located close to customers- products have to be shipped internationally. Option 3 is incorrect as low-cost countries tend to have lower environmental and ethics standards. Option 4 is incorrect because being far from customers isn't a benefit.

問題 #113

Below are details of five companies who operate a Total Quality Management System (TQM). For each company, select the system used and identify which area of the Balanced Scorecard this relates to.

Company 1: The focus of this company is to gather real-time data to assess the quality of products created during the manufacturing process. There are tight budgets and reworking any defects will affect the bottom line.

Company 2: This company is concerned about how their products are received. They have recently completed market research focused on their client's feelings. The objective is now to improve the product's look and performance to meet these expectations.

Company 3: The focus of this company is defining the customer requirements and translating this into a high-quality specification and effective operational process.

Company 4: Within this company there is a group of 6 employees who meet regularly with the objective of reducing issues that arise in the manufacturing of products.

Complete the table below by listing the TQM System used and the relevant Balanced Scorecard criteria for each company. Each response should only be used once: Quality Circle, Statistical Process Control, Kansei Engineering, Quality Function Deployment, Finance Criteria, Business Process Criteria, Learning and Growth Criteria, Customer Criteria.

□ Which of the following will you put into box 6?

- A. business process criteria
- **B. customer criteria**
- C. finance criteria
- D. learning and growth criteria

答案： B

解題說明：

The correct answers are as follows:

問題 #114

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L5M9考試資料: https://www.pdfexamdumps.com/L5M9_valid-braindumps.html

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