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CIPS Level 5 – Advanced Diploma in Procurement and Supply

Operations Management [L5M9]

Sample Exam Questions (Objective Response)

The correct answer will be listed below each question

L5M9 Sample Questions April 2020

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最新的 CIPS Level 5 Advanced Diploma in Procurement and Supply L5M9 免費考試真題 (Q52-Q57):

問題 #52

Performance Benchmarking is a form of what type of benchmarking?

- A. non-competitive
- B. competitive
- C. external
- D. internal

答案: D

解題說明:

Performance Benchmarking is an internal form of benchmarking where you compare the performance of 2 different departments against each other. This is from p.82.

問題 #53

According to the Taguchi Loss Function there are two types of costs incurred when there is an issue with quality. What are these?

- A. social costs and environmental costs
- B. financial costs and reputational costs
- C. private costs and social costs
- D. private costs and public costs

答案: C

解題說明:

The correct answer is private costs and social costs. Private costs include internal costs to the business (such as downtime, loss of staff/ money etc) and social costs affect the community and environment. P.133

問題 #54

Continuous Operations is a manufacturing methodology which is driven by forecasted customer numbers and has a low level of work-in-progress inventory. Is this true?

- A. no- in continuous operations actual customer numbers are used
- B. yes- in continuous operations there is a low level of automation
- C. no- in continuous operations there is a high level of work-in-progress inventory
- D. yes- in continuous operations there is a high level of standardisation

答案: D

解題說明:

Firstly, look to see if the statement is true or false. It is true (this is taken from the table comparing continuous operations to intermittent operations on p.15). Therefore you can automatically discount options 3 and 4. Between 1 and 2, option 1 is incorrect as there is a high level of automation in continuous operations.

問題 #55

In the SERVQUAL model how many different types of gaps should be identified by a service provider?

- A. 0
- B. 1
- C. 2
- D. 3

答案: A

解題說明:

There are 5 gaps in the SERVQUAL model: knowledge, standards, delivery, communication and satisfaction. The gaps measure the 'distance' between what the company provides and what customers expect. See p.56-57.

問題 #56

At Red Glass Ltd a strategy has been developed by the Operations Department to reduce costs and streamline supply chain operations. This is being incorporated into the organisation's overarching corporate strategy. What is the name given to this type of strategy development?

- A. lean
- B. value engineering
- **C. bottom- up**
- D. structure-related strategy

答案: C

解題說明:

The correct answer is bottom-up. There are 2 forms of strategy development: top down and bottom up. Bottom up is when a department within an organisation makes a strategy and it is passed up the ladder for implementation. Top down is the opposite (it is filtered down the ladder from senior management to individual departments). See p.42.

問題 #57

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