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END OF CHAPTER 1 ASSESSMENT

QUESTIONS AND ANSWERS

QUESTION 1

Explain with examples for a contract of your choice, a suitable range of KPIs that you can use to measure and manage contract performance.

Possible Responses:

- Choose and name the contract that you are going to be measuring
 - Cleaning Services Contract IDM and CLEANICO (Pty) Ltd
- Give a brief description of what KPIs are:
 - a. KPIs are measures of contract performance that are aligned to the key outcomes that the procurement approach has been designed to deliver.
 - b. The KPIs should be "SMART" indicators
 - Specific – a clear and concise statement of what is required
 - Measurable – quantifiable to gauge achievement
 - Achievable – realistic given available resources and context
 - Relevant – provide useful data to gauge critical areas of performance
 - Time-bound – set with a specific time frame for achievement and measurement
 - c. They should be directly linked to the Procurement Objectives
 - d. This will help ensure contract delivery is fully aligned with the desired outcomes.
 - e. KPIs need to be developed from CSFs (Critical Success Factors/ Areas)
 - Cost
 - Quality
 - Delivery
 - Safety
 - f. In conclusion it is important to note that there are no set number of KPIs but generally between six and eight at most for effective contract monitoring.

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CIPS L5M4 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">● Understand and apply financial techniques that affect supply chains: This section of the exam measures the skills of procurement and supply chain managers and covers financial concepts that impact supply chains. It explores the role of financial management in areas like working capital, project funding, WACC, and investment financing. The section also examines how currency fluctuations affect procurement, including the use of foreign exchange tools like forward contracts and derivative instruments.

Topic 2	<ul style="list-style-type: none"> Analyse and apply financial and performance measures that can affect the supply chain: This section of the exam measures the skills of procurement and supply chain managers and covers financial and non-financial metrics used to evaluate supply chain performance. It addresses performance calculations related to cost, time, and customer satisfaction, as well as financial efficiency indicators such as ROCE, IRR, and NPV. The section evaluates how stakeholder feedback influences performance and how feedback mechanisms can shape continuous improvement.
Topic 3	<ul style="list-style-type: none"> Understand and apply tools and techniques to measure and develop contract performance in procurement and supply: This section of the exam measures the skills of procurement and supply chain managers and covers how to apply tools and key performance indicators (KPIs) to monitor and improve contract performance. It emphasizes the evaluation of metrics like cost, quality, delivery, safety, and ESG elements in supplier relationships. Candidates will explore data sources and analysis methods to improve performance, including innovations, time-to-market measures, and ROI.
Topic 4	<ul style="list-style-type: none"> Understand and apply the concept of strategic sourcing: This section of the exam measures the skills of procurement and supply chain managers and covers the strategic considerations behind sourcing decisions. It includes an assessment of market factors such as industry dynamics, pricing, supplier financials, and ESG concerns. The section explores sourcing options and trade-offs, such as contract types, competition, and supply chain visibility.

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CIPS Advanced Contract & Financial Management Sample Questions (Q24-Q29):

NEW QUESTION # 24

What tools are available for buyers to help procure items on the commodities market? (25 points)

Answer:

Explanation:

See the answer in Explanation below:

Explanation:

Buyers in the commodities market can use various tools to manage procurement effectively, mitigating risks like price volatility.

Below are three tools, detailed step-by-step:

* Futures Contracts

* Step 1: Understand the ToolAgreements to buy/sell a commodity at a set price on a future date, traded on exchanges.

* Step 2: ApplicationA buyer locks in a price for copper delivery in 6 months, hedging against price rises.

* Step 3: BenefitsProvides cost certainty and protection from volatility.

* Use for Buyers:Ensures predictable budgeting for raw materials.

* Options Contracts

* Step 1: Understand the ToolGives the right (not obligation) to buy/sell a commodity at a fixed price before a deadline.

* Step 2: ApplicationA buyer purchases an option to buy oil at \$70/barrel, exercising it if prices exceed this.

* Step 3: BenefitsLimits downside risk while allowing gains from favorable price drops.

* Use for Buyers:Offers flexibility in volatile markets.

* Commodity Price Indices

* Step 1: Understand the ToolBenchmarks tracking average commodity prices (e.g., CRB Index, S&P GSCI).

* Step 2: ApplicationBuyers monitor indices to time purchases or negotiate contracts based on trends.

* Step 3: BenefitsEnhances market intelligence for strategic buying decisions.

* Use for Buyers:Helps optimize procurement timing and pricing.

Exact Extract Explanation:

The CIPS L5M4 Study Guide details these tools for commodity procurement:

- * Futures Contracts: "Futures allow buyers to hedge against price increases, securing supply at a known cost" (CIPS L5M4 Study Guide, Chapter 6, Section 6.3).
- * Options Contracts: "Options provide flexibility, protecting against adverse price movements while retaining upside potential" (CIPS L5M4 Study Guide, Chapter 6, Section 6.3).
- * Price Indices: "Indices offer real-time data, aiding buyers in timing purchases and benchmarking costs" (CIPS L5M4 Study Guide, Chapter 6, Section 6.4). These tools are critical for managing commodity market risks. References: CIPS L5M4 Study Guide, Chapter 6: Commodity Markets and Procurement.

NEW QUESTION # 25

What is a 'Balanced Scorecard'? (15 marks). What would be the benefits of using one? (10 marks)

Answer:

Explanation:

See the answer in Explanation below:

Explanation:

Part 1: What is a 'Balanced Scorecard'? (15 marks)

A Balanced Scorecard (BSC) is a strategic performance management tool that provides a framework for measuring and monitoring an organization's performance across multiple perspectives beyond just financial metrics. Introduced by Robert Kaplan and David Norton, it integrates financial and non-financial indicators to give a holistic view of organizational success. In the context of the CIPS L5M4 Advanced Contract and Financial Management study guide, the BSC is relevant for evaluating contract performance and supplier relationships by aligning them with broader business objectives. Below is a step-by-step explanation:

* Definition:

* The BSC is a structured approach that tracks performance across four key perspectives: Financial, Customer, Internal Processes, and Learning & Growth.

* It translates strategic goals into measurable objectives and KPIs.

* Four Perspectives:

* Financial Perspective: Focuses on financial outcomes (e.g., cost savings, profitability).

* Customer Perspective: Measures customer satisfaction and service quality (e.g., delivery reliability).

* Internal Process Perspective: Evaluates operational efficiency (e.g., process cycle time).

* Learning & Growth Perspective: Assesses organizational capability and innovation (e.g., staff training levels).

* Application in Contracts:

* In contract management, the BSC links supplier performance to strategic goals, ensuring alignment with financial and operational targets.

* Example: A supplier's on-time delivery (Customer) impacts cost efficiency (Financial) and requires process optimization (Internal Processes).

Part 2: What would be the benefits of using one? (10 marks)

The Balanced Scorecard offers several advantages, particularly in managing contracts and supplier performance. Below are the key benefits:

* Holistic Performance View:

* Combines financial and non-financial metrics for a comprehensive assessment.

* Example: Tracks cost reductions alongside customer satisfaction improvements.

* Improved Decision-Making:

* Provides data-driven insights across multiple dimensions, aiding strategic choices.

* Example: Identifies if poor supplier training (Learning & Growth) causes delays (Internal Processes).

* Alignment with Strategy:

* Ensures contract activities support broader organizational goals.

* Example: Links supplier innovation to long-term competitiveness.

* Enhanced Communication:

* Offers a clear framework to share performance expectations with suppliers and stakeholders.

* Example: A BSC report highlights areas needing improvement, fostering collaboration.

Exact Extract Explanation:

Part 1: What is a 'Balanced Scorecard'?

The CIPS L5M4 Advanced Contract and Financial Management study guide does not explicitly define the Balanced Scorecard in a dedicated section but references it within the context of performance measurement tools in contract and supplier management. It aligns with the guide's emphasis on "measuring performance beyond financial outcomes" to ensure value for money and strategic success. The BSC is presented as a method to "balance short-term financial goals with long-term capability development," making it highly relevant to contract management.

- * Detailed Explanation:
 - * The guide explains that traditional financial metrics alone (e.g., budget adherence) are insufficient for assessing contract success. The BSC addresses this by incorporating the four perspectives:
 - * Financial: Ensures contracts deliver cost efficiencies or ROI, a core L5M4 focus. Example KPI: "Cost per unit reduced by 5%."
 - * Customer: Links supplier performance to end-user satisfaction, such as "95% on-time delivery."
 - * Internal Processes: Monitors operational effectiveness, like "reduced procurement cycle time by 10%."
 - * Learning & Growth: Focuses on capability building, such as "supplier staff trained in new technology."
- * In practice, a BSC for a supplier might include KPIs like profit margin (Financial), complaint resolution time (Customer), defect rate (Internal Processes), and innovation proposals (Learning & Growth).
- * The guide stresses that the BSC is customizable, allowing organizations to tailor it to specific contract goals, such as sustainability or quality improvement.

Part 2: Benefits of Using a Balanced Scorecard

The study guide highlights the BSC's value in providing "a structured approach to performance management" that supports financial and strategic objectives. Its benefits are implicitly tied to L5M4's focus on achieving value for money and managing supplier relationships effectively.

- * Holistic Performance View:
 - * The guide notes that relying solely on financial data can overlook critical issues like quality or supplier capability. The BSC's multi-perspective approach ensures a rounded evaluation, e.g., identifying if cost savings compromise service levels.
- * Improved Decision-Making:
 - * By presenting performance data across all four areas, the BSC helps managers prioritize actions.
- The guide suggests that "performance tools should inform corrective measures," and the BSC excels here by linking cause (e.g., poor training) to effect (e.g., delays).
- * Alignment with Strategy:
 - * Chapter 2 emphasizes aligning supplier performance with organizational goals. The BSC achieves this by translating high-level objectives (e.g., "improve market share") into actionable supplier metrics (e.g., "faster product development").
- * Enhanced Communication:
 - * The guide advocates clear performance reporting to stakeholders. The BSC's visual framework (e.g., a dashboard) simplifies discussions with suppliers, ensuring mutual understanding of expectations and progress.
- * Practical Example:
 - * A company using a BSC might evaluate a supplier contract with:
 - * Financial: 10% cost reduction achieved.
 - * Customer: 98% customer satisfaction score.
 - * Internal Processes: 2-day order processing time.
 - * Learning & Growth: 80% of supplier staff certified in quality standards.
 - * This holistic view ensures the contract delivers both immediate financial benefits and sustainable value, a key L5M4 principle.

NEW QUESTION # 26

Describe 5 parts of the analysis model, first put forward by Porter, in which an organisation can assess the competitive marketplace (25 marks)

Answer:

Explanation:

See the answer in Explanation below:

Explanation:

The analysis model referred to in the question is Porter's Five Forces, a framework developed by Michael Porter to assess the competitive environment of an industry and understand the forces that influence an organization's ability to compete effectively. In the context of the CIPS L5M4 Advanced Contract and Financial Management study guide, Porter's Five Forces is a strategic tool used to analyze the marketplace to inform procurement decisions, supplier selection, and contract strategies, ensuring financial and operational efficiency. Below are the five parts of the model, explained in detail:

- * Threat of New Entrants:
 - * Description: This force examines how easy or difficult it is for new competitors to enter the market. Barriers to entry (e.g., high capital requirements, brand loyalty, regulatory restrictions) determine the threat level.
 - * Impact: High barriers protect existing players, while low barriers increase competition, potentially driving down prices and margins.
 - * Example: In the pharmaceutical industry, high R&D costs and strict regulations deter new entrants, reducing the threat.
- * Bargaining Power of Suppliers:
 - * Description: This force assesses the influence suppliers have over the industry, based on their number, uniqueness of offerings, and switching costs for buyers.

- * Impact: Powerful suppliers can increase prices or reduce quality, squeezing buyer profitability.
- * Example: In the automotive industry, a limited number of specialized steel suppliers may have high bargaining power, impacting car manufacturers' costs.
- * Bargaining Power of Buyers:
 - * Description: This force evaluates the influence buyers (customers) have on the industry, determined by their number, purchase volume, and ability to switch to alternatives.
 - * Impact: Strong buyer power can force price reductions or demand higher quality, reducing profitability.
 - * Example: In retail, large buyers like supermarkets can negotiate lower prices from suppliers due to their high purchase volumes.
- * Threat of Substitute Products or Services:
 - * Description: This force analyzes the likelihood of customers switching to alternative products or services that meet the same need, based on price, performance, or availability.
 - * Impact: A high threat of substitutes limits pricing power and profitability.
 - * Example: In the beverage industry, the rise of plant-based milk (e.g., almond milk) poses a substitute threat to traditional dairy milk.
- * Competitive Rivalry within the Industry:
 - * Description: This force examines the intensity of competition among existing firms, influenced by the number of competitors, market growth, and product differentiation.
 - * Impact: High rivalry leads to price wars, increased marketing costs, or innovation pressures, reducing profitability.
 - * Example: In the smartphone industry, intense rivalry between Apple and Samsung drives innovation but also squeezes margins through competitive pricing.

Exact Extract Explanation:

The CIPS L5M4 Advanced Contract and Financial Management study guide explicitly references Porter's Five Forces as a tool for "analyzing the competitive environment" to inform procurement and contract strategies. It is presented in the context of market analysis, helping organizations understand external pressures that impact supplier relationships, pricing, and financial outcomes. The guide emphasizes its relevance in strategic sourcing (as in Question 11) and risk management, ensuring buyers can negotiate better contracts and achieve value for money.

* Detailed Explanation of Each Force:

* Threat of New Entrants:

* The guide notes that "barriers to entry influence market dynamics." For procurement, a low threat (e.g., due to high entry costs) means fewer suppliers, potentially increasing supplier power and costs. A buyer might use this insight to secure long-term contracts with existing suppliers to lock in favorable terms.

* Bargaining Power of Suppliers:

* Chapter 2 highlights that "supplier power affects cost structures." In L5M4, this is critical for financial management-high supplier power (e.g., few suppliers of a rare material) can inflate costs, requiring buyers to diversify their supply base or negotiate harder.

* Bargaining Power of Buyers:

* The guide explains that "buyer power impacts pricing and margins." For a manufacturer like XYZ Ltd (Question 7), strong buyer power from large clients might force them to source cheaper raw materials, affecting supplier selection.

* Threat of Substitute Products or Services:

* L5M4's risk management section notes that "substitutes can disrupt supply chains." A high threat (e.g., synthetic alternatives to natural materials) might push a buyer to collaborate with suppliers on innovation to stay competitive.

* Competitive Rivalry within the Industry:

* The guide states that "rivalry drives market behavior." High competition might lead to price wars, prompting buyers to seek cost efficiencies through strategic sourcing or supplier development (Questions 3 and 11).

* Application in Contract Management:

* Porter's Five Forces helps buyers assess the marketplace before entering contracts. For example, if supplier power is high (few suppliers), a buyer might negotiate longer-term contracts to secure supply. If rivalry is intense, they might prioritize suppliers offering innovation to differentiate their products.

* Financially, understanding these forces ensures cost control-e.g., mitigating supplier power reduces cost inflation, aligning with L5M4's focus on value for money.

* Practical Example for XYZ Ltd (Question 7):

* Threat of New Entrants: Low, due to high setup costs for raw material production, giving XYZ Ltd fewer supplier options.

* Supplier Power: High, if raw materials are scarce, requiring XYZ Ltd to build strong supplier relationships.

* Buyer Power: Moderate, as XYZ Ltd's clients may have alternatives, pushing for competitive pricing.

* Substitutes: Low, if raw materials are specialized, but XYZ Ltd should monitor emerging alternatives.

* Rivalry: High, in manufacturing, so XYZ Ltd must source efficiently to maintain margins.

* This analysis informs XYZ Ltd's supplier selection and contract terms, ensuring financial and operational resilience.

* Broader Implications:

* The guide advises using Porter's Five Forces alongside other tools (e.g., SWOT analysis) for a comprehensive market view. It also stresses that these forces are dynamic-e.g., new regulations might lower entry barriers, increasing competition over time.

* In financial management, the model helps buyers anticipate cost pressures (e.g., from supplier power) and negotiate contracts that mitigate risks, ensuring long-term profitability.

NEW QUESTION # 27

Describe three ways in which an organization can encourage a healthy short-term cash flow by engaging in the effective management of debtors and credit management (25 points)

Answer:

Explanation:

See the answer in Explanation below:

Explanation:

Effective management of debtors and credit is crucial for maintaining a healthy short-term cash flow. Below are three key ways an organization can achieve this, explained step-by-step:

* **Implementing Strict Credit Control Policies**

* Step 1: Assess Creditworthiness Before extending credit, evaluate customers' financial stability using credit checks or references.

* Step 2: Set Credit Limits and Terms Define clear credit limits and payment deadlines (e.g., 30 days) to avoid overextension of credit.

* Step 3: Monitor Compliance Regularly review debtor accounts to ensure timely payments, reducing the risk of bad debts.

* Impact on Cash Flow: This ensures cash inflows are predictable and minimizes delays, improving liquidity.

* **Offering Early Payment Incentives**

* Step 1: Design Discounts Provide discounts (e.g., 2% off if paid within 10 days) to encourage debtors to settle invoices early.

* Step 2: Communicate Terms Clearly state discount terms on invoices and contracts to prompt action.

* Step 3: Track Uptake Monitor which debtors take advantage of discounts to refine the strategy.

* Impact on Cash Flow: Accelerates cash inflows, reducing the cash conversion cycle and boosting short-term funds.

* **Pursuing Proactive Debt Collection**

* Step 1: Establish a Process Set up a systematic approach for following up on overdue payments (e.g., reminder letters, calls).

* Step 2: Escalate When Necessary Use debt collection agencies or legal action for persistent non-payers.

* Step 3: Analyze Patterns Identify habitual late payers and adjust credit terms accordingly.

* Impact on Cash Flow: Recovers outstanding funds quickly, preventing cash flow bottlenecks.

Exact Extract Explanation:

The CIPS L5M4 Advanced Contract and Financial Management study guide underscores the importance of debtor and credit management for cash flow optimization. Specifically:

* **Credit Control Policies:** The guide states, "Effective credit management involves assessing customer creditworthiness and setting appropriate terms to ensure timely cash inflows" (CIPS L5M4 Study Guide, Chapter 3, Section 3.2). This reduces the risk of cash shortages.

* **Early Payment Incentives:** It notes, "Offering discounts for early payment can significantly improve short-term liquidity" (CIPS L5M4 Study Guide, Chapter 3, Section 3.3), highlighting its role in speeding up cash collection.

* **Debt Collection:** The guide advises, "Proactive debt recovery processes are essential to minimize bad debts and maintain cash flow" (CIPS L5M4 Study Guide, Chapter 3, Section 3.4), emphasizing structured follow-ups. These strategies align with the broader objective of financial stability in procurement and contract management. References: CIPS L5M4 Study Guide, Chapter 3: Financial Management Techniques.

NEW QUESTION # 28

Explain what is meant by 'supplier selection' (25 marks)

Answer:

Explanation:

See the answer in Explanation below:

Explanation:

Supplier selection is a critical process in procurement and contract management, involving the evaluation and choice of suppliers to meet an organization's needs for goods, services, or materials. In the context of the CIPS L5M4 Advanced Contract and Financial Management study guide, supplier selection is a strategic activity that ensures suppliers align with financial, operational, and strategic objectives, delivering value for money and minimizing risks. Below is a detailed explanation, broken down step-by-step:

* **Definition:**

* Supplier selection is the process of identifying, evaluating, and choosing suppliers based on predefined criteria to fulfill an organization's procurement requirements.

* It involves assessing potential suppliers' capabilities, performance, and alignment with the buyer's goals.

* **Purpose:**

* Ensures the selected supplier can deliver the right quality, quantity, and timing of goods or services while meeting financial and

contractual expectations.

- * Aims to minimize risks (e.g., supply disruptions) and maximize value (e.g., cost efficiency, innovation).
- * Example: XYZ Ltd (Question 7) selects a raw material supplier based on cost, quality, and reliability.
- * Key Steps in Supplier Selection:
 - * Identify Needs: Define the organization's requirements (e.g., specific raw materials, delivery schedules).
 - * Develop Criteria: Establish evaluation criteria (e.g., cost, quality, financial stability-see Questions 7 and 13).
 - * Source Potential Suppliers: Use competitive (Question 16) or non-competitive sourcing to create a shortlist.
 - * Evaluate Suppliers: Assess candidates against criteria using tools like scorecards or financial analysis.
 - * Negotiate and Select: Choose the best supplier and negotiate contract terms.
- * Example: Rachel (Question 17) might shortlist suppliers for raw materials, evaluate them on price and delivery, and select the one offering the best overall value.
- * Importance in Contract Management:
 - * Supplier selection directly impacts contract performance-choosing the wrong supplier can lead to delays, quality issues, or cost overruns.
 - * It aligns with financial management by ensuring cost efficiency and risk mitigation, key L5M4 principles.
 - * Example: Selecting a financially stable supplier (Question 13) reduces the risk of mid-contract failure.
- * Strategic Considerations:
 - * Involves balancing short-term needs (e.g., immediate cost savings) with long-term goals (e.g., supplier innovation-Question 2).
 - * May incorporate strategic sourcing principles (Question 11) to align with organizational objectives like sustainability or innovation.
 - * Example: A company might select a supplier with strong innovation capacity to support future product development.

Exact Extract Explanation:

The CIPS L5M4 Advanced Contract and Financial Management study guide defines supplier selection as "the process of evaluating and choosing suppliers to meet organizational needs while ensuring value for money and minimizing risks." It is a foundational element of procurement, discussed extensively in the context of performance management, risk mitigation, and financial efficiency. The guide emphasizes that supplier selection is not just about cost but involves a "structured evaluation" to ensure suppliers deliver on quality, reliability, and strategic objectives.

* Detailed Explanation:

- * The guide outlines supplier selection as a multi-step process, starting with "defining requirements" and ending with "contract award." This structured approach ensures fairness and alignment with organizational goals.
- * Chapter 2 stresses that supplier selection should use "robust criteria" (e.g., cost, quality, financial stability-Question 7) to evaluate candidates, often through tools like weighted scorecards or financial analysis (Question 13).
- * The guide links supplier selection to financial management by noting its role in "cost control" and "risk reduction." For instance, selecting a supplier with a strong Current Ratio (Question 13) ensures they can meet short-term obligations, avoiding supply disruptions that could inflate costs.
- * It also highlights the strategic aspect, integrating concepts like innovation capacity (Question 2) and industry analysis (Question 14) to select suppliers who support long-term goals, such as sustainability or technological advancement.

* Practical Application:

- * For Rachel (Question 17), supplier selection for raw materials involves defining needs (e.g., consistent steel supply), setting criteria (e.g., price, quality, delivery), shortlisting suppliers, evaluating them (e.g., via financial data), and choosing the best fit. This ensures her manufacturing operations run smoothly and cost-effectively.
- * The guide advises involving cross-functional teams (e.g., procurement, production, finance) to ensure criteria reflect organizational priorities, enhancing the selection process's effectiveness.

* Broader Implications:

- * Supplier selection impacts the entire contract lifecycle-poor selection can lead to performance issues, requiring corrective actions like supplier development (Question 3).
- * Financially, it ensures value for money by selecting suppliers who offer the best balance of cost, quality, and reliability, aligning with L5M4's core focus.
- * The guide also notes that selection should be revisited periodically, as market conditions (Question 14) or supplier performance may change, requiring adjustments to maintain contract success.

NEW QUESTION # 29

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