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L4M2 TEST 2

1. A manufacturing organisation is sourcing a new production line and relies on ISO standards, supplier manuals, internal engineers, and sustainability benchmarks. Which sources of information are being combined to create the specification?

- A. Internal expertise and external standards only
- B. Other product specifications and brand requirements
- C. External standards, internal knowledge, and sustainability considerations
- D. Internet sources only
- E. Technical drawings only

2. A buyer specifies exact dimensions, materials, and tolerances for a component, leaving no room for alternative solutions. Which type of specification is this?

- A. Performance specification
- B. Functional specification
- C. Output specification
- D. Conformance specification
- E. Outcome specification

3. A public authority requires a supplier to deliver a waste management service that reduces landfill use by 40% but does not dictate how the supplier achieves this. Which specification approaches are being applied?

- A. Technical and brand specifications
- B. Performance and outcome specifications
- C. Drawings and samples

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CIPS L4M2 exam is aimed at procurement professionals who are responsible for identifying the needs of their organization and developing procurement strategies to meet those needs. L4M2 exam covers a range of topics, including understanding the business environment, identifying stakeholder needs, developing procurement strategies, and managing the procurement process.

CIPS L4M2 exam is designed to test the candidate's understanding of how to define and analyze business needs effectively. L4M2 exam covers topics such as identifying internal and external stakeholders, understanding business processes and requirements, developing procurement strategies based on business needs, and evaluating procurement options. Passing L4M2 Exam is crucial for anyone who wants to advance their career in procurement and supply chain management. It shows that the candidate has the necessary skills and knowledge to analyze business needs and develop procurement strategies that align with the organization's objectives.

>> L4M2 Formal Test <<

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CIPS Defining Business Needs Sample Questions (Q76-Q81):

NEW QUESTION # 76

When devising a business case for purchasing a new copier, Maria analyses its whole-life costs as following:

Though cost generating activities are identified, she has not categorised the costs. What is the total value of copier's end of life costs?

- A. \$75
- B. \$150
- C. \$300
- D. \$450

Answer: B

Explanation:

Life cycle costing is a key asset management tool that takes into account the whole of life implications of planning, acquiring, operating, maintaining and disposing of an asset.

The process is an evaluation method that considers all ownership and management costs. These include;

- Concept and definition;
- Design and development;
- Manufacturing and installation;
- Maintenance;
- Support services; and
- Retirement, remediation and disposal costs.

End of life costs often comprise of decommissioning, removing and disposal costs. In the copier scenario, the end of life costs equal to removal cost, which is \$150.

Reference:

- Life Cycle Cost Guidelines (dlgsc.wa.gov.au)
- CIPS study guide page 36-40

LO 1, AC 1.2

NEW QUESTION # 77

Variances occur when there are differences between the budgeted costs and the actual costs. When are labour cost variances likely to arise?

- * When the sales prices change over time due to inflation
- * When there is more overtime than is expected
- * When a different wage grade of worker is used to complete a task than was planned for
- * When the supplier changes from manual to electronic invoicing systems for all transactions

- A. 1 and 2 only
- B. 2 and 3 only
- C. 1 and 3 only
- D. 2 and 4 only

Answer: B

NEW QUESTION # 78

At which stage of product life cycle, price competition between sellers will be the most intense?

- A. Introductory stage
- B. Maturity stage
- C. Growth stage
- D. Decline stage

Answer: D

Explanation:

The term product life cycle refers to the length of time a product is introduced to consumers into the market until it's removed from the shelves. The life cycle of a product is broken into four stages-introduction, growth, maturity, and decline.

Chart, line chart Description automatically generated

Source: <https://blueoceanoutsourcing.co.ke/the-product-life-cycle-concept/> At maturity stage, price competition sets in as more and more supply capacity has been added by new entrants, then the competition will be the most intense.

Reference: CIPS study guide page 90-91

LO 2, AC 2.2

NEW QUESTION # 79

In Kano model, which of the following types of requirement should be excluded from the product or service?

- A. Attractive requirements
- **B. Reverse requirements**
- C. Performance requirements
- D. Must-be requirements

Answer: B

Explanation:

Kano model of excitement and basic quality (Kano et al, 1984; Berger et al, 1993; Matzler et al, 1996) brings a different perspective for the analysis of improvement opportunities in products and services because it takes in consideration the asymmetrical and non-linear relationship between performance and satisfaction. The Kano model classifies customers requirements in three categories (figure 3):

a) Basic Requirements (or Must-be requirement). The basic requirements fulfill the basic functions of a product. If they are not present or their performance is insufficient, customers will be extremely dissatisfied.

On the other hand, if they are present or have sufficient performance, they don't bring satisfaction. Customers see them as prerequisites. For instance, for luxury automobiles, "air bags" are considered basic. A customer won't feel satisfied if the automobile has "air bag", however he/she will not buy it if "air bag" is not present.

b) Performance Requirements (or One-dimensional requirements). As for these requirements, satisfaction is proportional to the performance level - the higher the performance, the higher the customer's satisfaction will be and vice-versa. Gas consumption in automobiles is an example of these requirements. Usually customers explicitly demand performance requirements.

c) Excitement Requirements (or Attractive requirements). These requirements are key to customer satisfaction. If they are present or have sufficient performance, they will bring superior satisfaction. On the other hand, if they are not present or their performance is insufficient, customers will not get dissatisfied. For instance, a surprise gift at the end of a dinner in a restaurant will certainly bring satisfaction, but it will not cause dissatisfaction if not offered. These requirements are not demanded nor expected by customers. Two other types of requirements may be identified in the Kano model: neutral and reverse ones. Neutral requirements do not bring either satisfaction or dissatisfaction. Reverse requirements bring more satisfaction if absent than if present.

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NEW QUESTION # 80

Which of the following bodies provides standards for the products and services in the US?

- A. AFNOR
- B. ISO
- **C. ANSI**
- D. BSI

Answer: C

Explanation:

ANSI is the American National Standards Institute. It is responsible for providing technical standards in the US LO 3, AC 3.1

NEW QUESTION # 81

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