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### NEW QUESTION 32

In which of the following section of a specification, requirements for training to use the equipment will be set out?

- A. Implementation
- B. Issue reference
- C. Performance
- D. Consultation requirements

**Answer: A**

Explanation:

Implementation is a substantive requirement which covers the following areas:

- Will there be a need to train the staff to use the equipment?
- Are there integration requirements with other systems or processes?
- How will this work?
- What are the timescales?
- Are detailed method statements required?

Consultation requirements regards to explicitness of compliance with any national or local legal requirements Reference:

LO 2, AC 2.1

### NEW QUESTION 33

Which of the following is regulated by standard ISO 14001?

- A. Information security management
- B. Environmental management
- C. Quality management systems
- D. Energy management

**Answer: B**

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### CIPS Commercial Contracting Sample Questions (Q208-Q213):

#### NEW QUESTION # 208

Maximum Score: 1

Which of the following are examples of implied terms in a contract? Select TWO that apply.

- A. Force Majeure
- **B. Reasonable care and skill**
- C. The delivery schedule
- D. Contract definitions
- **E. Fit for purpose**

**Answer: B,E**

Explanation:

Implied terms are inserted by law into contracts:

\* Fit for purpose (B) - common implied term for goods.

\* Reasonable care and skill (C) - implied for services.

Force majeure, contract definitions, and delivery schedules are express terms that must be written into the contract.

Reference: CIPS L4M3 Commercial Contracting - Implied terms under sale of goods and supply of services legislation.

#### NEW QUESTION # 209

Which of the following KPIs is qualitative?

1. Openness and co-operation of supplier
2. Responsiveness of supplier
3. Customer satisfactory ratings
4. Cost management
5. OTIF deliveries

- A. 1 and 4 only
- B. 2 and 3 only
- C. 2 and 5 only
- **D. 1 and 3 only**

**Answer: D**

Explanation:

Qualitative KPIs are based on pure opinions about how well or otherwise the goods are performing or the service is being delivered. Most often, these will be linked to, or converted into, a numerical measure. However, such satisfaction surveys often also include free fields for respondents to explain why they feel the way they do, and what they might have liked to have been different.

On the other hand, quantitative KPIs are based on numerical measure with either definite number (e.g., actual number of orders incomplete or otherwise inaccurate during the time period) or as a percentage (e.g. number of inaccurate orders as a percentage of the total number of orders).

Openness and co-operation means that supplier is open and co-operative in its relationship with purchaser, e.g., in terms of joint problem solving. This KPI is qualitative since it is measured by individual judgement.

Responsiveness of supplier means the supplier responds rapidly to requests for information and support without having to be chased. It is measured by the number of times requests chased as a percentage of number of requests. It is a quantitative KPI.

Customer satisfactory ratings means the level of customer's satisfaction. This KPI is measured by periodic survey and it is a

qualitative KPI.

Cost management is another quantitative KPI. It can be measured by comparing between the actual costs and the contractual costs. OTIF (one-time in-full) deliveries is a quantitative KPI. It can be measured by counting the inaccurate deliveries in the period or inaccurate deliveries as a percentage of total number of deliveries for period.

Reference:

LO 2, AC 2.2

#### NEW QUESTION # 210

Nestle gave away records of "Rockin' Shoes" or a voucher to people who sent in three wrappers from Nestle's 6d. milk chocolate bars as well as 1s 6d. Which of the following were the consideration of Nestle's customer? Select TWO that apply

- A. Three wrappers
- B. "Rockin' Shoes" record
- C. The voucher
- D. 1s 6d
- E. Milk chocolate bar

**Answer: A,D**

Explanation:

Consideration is one thing given in exchange for another.

In this case, considerations of customers are three wrappers and 1s6d. Consideration of Nestle is Rockin' Shoes record or a voucher.

Reference: CIPS study guide page 36-40

LO 1, AC 1.2

#### NEW QUESTION # 211

Which of the following key performance indicators are most likely to use numerical data as the main source of information?

The critical evaluation of project deliverables

The subjective responses of a satisfaction survey regarding a service

The instances of late deliveries within a given month

The occurrence of accidents and near misses in a year

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

**Answer: C**

Explanation:

KPIs that involve actual counts or quantifiable incidents are considered quantitative and use numerical data.

"Late deliveries" and "accidents or near misses" are measured in numbers, making them suitable for numerical performance tracking.

The other options relate more to qualitative analysis or subjective feedback.

Reference: CIPS L4M3 Commercial Contracting Study Guide, Chapter 4, Section 4.3.2 - Quantitative KPIs and performance data.

#### NEW QUESTION # 212

Which of the following are examples of express terms in a contract? Select TWO that apply.

- A. A retention of title term
- B. Term inserted through the custom of the trade
- C. Term inserted through business efficacy test
- D. A liquidated damages term
- E. Term inserted by the Sale of Goods Act 1979

**Answer: A,D**

Explanation:

