

# L4M6 Test Centres, L4M6 Vce Format

## L4M6 : Supplier Relationships



### ➤ Mendelow's matrix and Stakeholders mapping

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CIPS L4M6 certification exam covers a range of topics, including supplier selection and evaluation, contract management, performance measurement, and risk management. It is intended for professionals who are responsible for managing supplier relationships at all levels, from operational to strategic. L4M6 Exam is designed to test both theoretical knowledge and practical skills, so candidates are required to demonstrate their ability to apply concepts in real-world scenarios.

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## CIPS Supplier Relationships Sample Questions (Q108-Q113):

### NEW QUESTION # 108

Which of the following would not affect rivalry in a marketplace? Select TWO.

- A. exit barriers
- B. switching costs
- C. industry growth or decline
- D. legislative changes
- E. supply chain disruption

**Answer: D,E**

Explanation:

Legislative changes wouldn't affect rivalry in a market as all suppliers would be equally as affected, the same with supply chain disruptions. Factors which do affect rivalry include; industry growth and decline, product differences, brand identity, switching costs, diversity of competitors and exit barriers. These are listed on p.41

### NEW QUESTION # 109

Red Manufacturing work with around 40 different suppliers. One of these suppliers is Blue Business. Red Manufacturing order regularly from Blue Business, and have never had any issues with their performance. The materials Blue Business supply are of low value and there are several other suppliers of these materials in the market. What type of relationship should Red Manufacturing seek to have with Blue Manufacturing?

- A. arms-length
- B. adversarial
- C. single-source
- D. partnership

**Answer: A**

Explanation:

The correct answer is 'arms length'. This is a tactical purchase (as it is low value) and keeping the supplier at arms-length means that Red Manufacturing could possibly exploit them to reduce their prices (think back to the Kraljic matrix and where Blue Business would likely fall). A Partnership or Single- Source relationship requires investment into the relationship, and as the products are low value and Red Manufacturing have a lot of other suppliers, they should not be investing time in developing that relationship with Blue Business. An adversarial relationship wouldn't be advantageous as it may lower the performance of the supplier. See the relationship spectrum on p.5 - this is a hot topic for the exam

### NEW QUESTION # 110

Kirsty is designing a specification for a new contract and wants to include some qualitative KPIs for the new supplier, as well as quantitative. Which of the following could she include? Select TWO.

- A. Trust
- B. Deliveries in full and on time
- C. Information sharing
- D. Early supplier involvement
- E. Cost savings

**Answer: A,C**

Explanation:

The correct answers are information sharing and trust. Further qualitative KPIs are listed on p.102. Deliveries in full and on time would be a quantitative KPI and early supplier involvement is not a KPI at all.

### NEW QUESTION # 111

A competitive advantage can be gained by doing what?

- A. Engaging in market research
- B. Increasing your prices

- C. Building better relationships with primary stakeholders
- D. Completing formal tenders for all buying requirements

**Answer: C**

Explanation:

The correct answer is 'Building better relationships with primary stakeholders'. This is a direct quote from the start of chapter 2.2: 'building better relationships with primary stakeholders such as employees, customers, suppliers and communities could lead to increased shareholder wealth by developing a competitive advantage'. The other three options wouldn't give you a competitive advantage; increasing prices would do the opposite, engaging in market research won't give you a competitive advantage unless you do something with that research such as implement a change to your business, and completing formal tenders for everything would be a waste of time and resources- there's no need to tender for low value, low risk items. See p.80

### NEW QUESTION # 112

Which of the following are value-added benefits? Select THREE that apply.

- A. Free training for all staff
- B. Storage of raw materials
- C. Customer service hotline
- D. Paperwork between departments
- E. Quality control team
- F. Expert consulting services

**Answer: A,C,F**

Explanation:

Value-added benefits are additional services offered by suppliers that enhance the buyer's operations without significant additional cost. These typically include:

- \* Free training (A) - improves buyer staff skills.
- \* Customer service hotlines (C) - improves responsiveness and support.
- \* Expert consulting services (D) - provides specialist knowledge.

Options B, E, and F are operational necessities, not "value-added extras."

### NEW QUESTION # 113

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