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CIPS L6M9 Exam Syllabus Topics:

Topic	Details
Topic 1	Understand and apply leadership skills and behaviors appropriate for strategically improving the procurement and supply chain function: This section of the exam measures the skills of Supply Chain Managers and covers understanding leadership behaviors that enhance procurement processes. It assesses how to strategically improve supply chain functions, focusing on a key skill like "Strategic Decision Making".
Topic 2	Assess the strategic value of resource planning and control: This part targets Resource Planners, focusing on evaluating strategic resource planning concepts such as forecasting, scheduling, monitoring, and controlling resources effectively within the operational framework.

Topic 3	• Understand operations strategy and its contribution to overall business success: Targeting Operations Directors, this section evaluates understanding of operations strategy's impact on organizations, including aligning with business goals, market requirements, and resource management.
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CIPS Supply Network Design Sample Questions (Q20-Q25):

NEW QUESTION # 20

Company A manufactures wheels for Company B, which manufactures cars. Traditionally, Company A would complete the wheels and conduct quality assessments before sending them to Company B, which would then begin assembling cars. However, a new CEO at Company B has introduced a technology system that enables simultaneous production, meaning Company B starts manufacturing cars at the same time Company A begins producing wheels.

What is this new system known as?

- A. Finish to finish
- **B. Start to start**
- C. Finish to start
- D. Start to finish

Answer: B

Explanation:

Start to start means two different organisations at different levels of the supply chain begin their work simultaneously rather than sequentially. This is the opposite of a start to finish system, where the next process starts only when the previous one is completed. (See LO 1.2, p.19)

NEW QUESTION # 21

Dan is an Operations Manager at a retail organisation. He is keen to understand more about the types of customers his organisation serves and has therefore devised new KPIs (key performance Indicators) with a customer-centric focus. He is particularly keen to understand which customer segments are providing the organisation with the highest ROI (return on investment). Which customer-centric performance measure should Dan look to introduce?

- A. Net Promoter Score
- **B. Customer Lifetime Value**
- C. Customer Retention Rate
- D. Churn Rate

Answer: B

Explanation:

#Customer Lifetime Value (CLV) measures the total amount a customer is expected to spend over their lifetime with a company, helping identify the most profitable customer segments.

#Other KPIs are not suitable for Dan's needs:

* Churn Rate: Measures customer loss over time.

* Net Promoter Score: Measures customer satisfaction and loyalty.

* Customer Retention Rate: Focuses on how many customers stay with the company but does not indicate ROI.

For more insights on CLV, visit: #Customer Lifetime Value - WallStreetMojo (See LO 2.2, p.97)

NEW QUESTION # 22

The operations department of ABC Ltd has recently launched a new product. The product is manufactured within a large factory and then sent to retailers for sale. The department has a system in place which details the components required for the product and the quantities required to fulfil customer demand. The system works online and links to other areas of the business including HR and finance.

So far, several large orders have been placed for the product from different retailers. The Chief Operations Officer (COO) has decided to programme the completion of the orders based on when the orders were placed.

The benefit of this strategy is that it will give each customer a similar lead time. Thus far no buffer stock has been created as products are only created when orders are received.

Three teams are required to make the product and the product flows from team one to team two to team three, each team adding a component to the product. Unfortunately, team two are short staffed and are completing their work at a slower rate than the other two teams. This is a huge consideration for the COO as it will impact upon the capacity of the organisation.

The retailers have all signed contracts with ABC Ltd and the COO is extremely happy that they are long term contracts. Contract 1 is with retailer X and the price is set for three years. Contract 2 is with retailer Y and is a five year contract where the price will be reviewed annually in line with CPI. Contract 3 has a variable pricing mechanism based on the volume of products ordered.

What capacity strategy is being used?

- A. Capacity-led
- B. Demand-lag
- C. Capacity-lag
- **D. Demand-led**

Answer: D

Explanation:

The company follows a demand-led strategy since production capacity is adjusted based on actual customer orders. No stock is produced without confirmed demand. (See LO 2.2)

NEW QUESTION # 23

Ping Lin Ltd is a toy manufacturer based in China. The company has a complex supply chain involving raw material suppliers, retailers, international distributors, and logistics firms. Zeng, a Logistics Coordinator, has noticed irregularities in the ordering of materials in the lower part of the supply chain. Combined with irregular consumer buying patterns, this poses a risk to the organisation.

What is this phenomenon known as?

- **A. The Bullwhip Effect**
- B. The Forrest Effect
- C. The Hierarchy Effect
- D. The Butter Effect

Answer: A

Explanation:

The Bullwhip Effect describes how small changes in demand at the consumer level create larger variances in supply chain orders upstream. It leads to inefficiencies, overstocking, or shortages.

#Note: This is also known as the Forrester Effect (not "Forrest Effect" - that was a trick!). A famous real-world example occurred during COVID-19, when panic-buying caused toilet paper shortages.

For more insights, read #The Bullwhip Effect & Toilet Paper Shortages (See LO 1.1, p.12)

NEW QUESTION # 24

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What pricing mechanism is being used with supplier Y?

- A. Gain share
- **B. Indexation**

