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QUESTION 1

What is the next step after receiving a quotation for renewal of services from 3rd party suppliers?

- A. Care Program Manager should contact the 3rd Party Service Manager to check the renewal options in the existing Frame or Local Agreement.
- B. Care Program Manager should ask Logistics Coordinator to raise a Purchase Order.
- C. Care Program Manager should contact the Supplier to discuss further discounts.
- D. Care Program Manager should contact the appropriate Product Line and ask for advice.

Correct Answer: A

QUESTION 2

What are the traditional tiers in the technical support structure for fault handling? (pre-Forward)

- A. Customer Interaction Teams, Regional Care Centers, Business Unit Technical Support, RandD.
- B. Customer Interaction Teams, Global Care Centers, Business Unit Technical Support, RandD.
- C. Customer Interaction Teams, Business Unit Technical Support, RandD.
- D. Regional Care Centers, Business Unit Technical Support / Product specific 3rd level support.

Correct Answer: B

QUESTION 3

What is a legally secure contract for NSN and a Customer?

- A. If NSN has a long-running relationship with the customer, so a "gentlemen's" or "verbal" agreement is enough, especially in some countries.
- B. A PO with the payment terms defined is sufficient, provided NSN had contractual relationship with the customer in the past.
- C. Terms and conditions documenting the commitments of both parties needs to be written and signed.
- D. A detailed customer Purchase Order with a description of the Services Ordered is sufficient.

Correct Answer: C

QUESTION 4

In which of the following situations can a company show profit at the same time as cash is decreasing?



- A. When Work-in-Progress is increasing rapidly.
- B. The company invoices and records sales, but the customers do not pay.
- C. When Work-in-Progress is invoiced and released as cost.
- D. Depreciation is much higher than amortization rates.

Correct Answer: B

QUESTION 5

Continually measuring and monitoring the actual cost versus the budget is done to:

- A. analyze the reasons for variances.
- B. regularize the variances.
- C. approve the variances.
- D. generate reports.

Correct Answer: A

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