



# SDM\_2002001040<sup>Q&As</sup>

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#### QUESTION 1

Who should NOT participate in a Care Services tender?

- A. Service Product Manager.
- B. Cost Manager.
- C. Care Program Manager.
- D. RandD Engineer.

Correct Answer: D

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#### QUESTION 2

What characterizes good forecasting?

- A. The resource estimate is no more than 10% above the actual requirements, to ensure availability.
- B. The estimate for the profit does not fluctuate, unless the business changes.
- C. It is done independently by the Controller who then gets the financial parameters exactly right.
- D. All resources are forecast as one monthly total, to keep the process simple and efficient.

Correct Answer: B

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#### 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

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#### QUESTION 4

Which of the following statements is true for GCC charges?

- A. Account will be charged for escalated tickets only.



- B. Account will be charged for logged tickets, even when solved locally.
- C. Account will be charged a fixed monthly allocation.
- D. Account will be charged the working time from WTR.

Correct Answer: A

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#### QUESTION 5

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

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