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QUESTION 1

What are the main benefits of keeping an action point list of open/closed issues with your customer?

- A. A properly followed-up action point list can be used to increase sales and create business opportunities with this customer.
- B. Avoid duplication of effort, clear responsibilities and proper follow-up of identified issues.
- C. It serves as the basis for contingency reserves revision.
- D. The action point list serves as evidence for objective achievements.

Correct Answer: B

QUESTION 2

Which of the following items does the PM have to provide to the CT FandC when setting up the NELLE sales packages?

- A. Gross margin.
- B. Sales prices.
- C. Subcontractor costs and internal MWD.
- D. Sales packages.

Correct Answer: C

QUESTION 3

The swiftest and most effective communications take place among people with...

- A. ...common points of view.
- B. ...advanced degrees.
- C. ...the ability to reduce perception barriers.
- D. ...good encoding skills.

Correct Answer: A

QUESTION 4

Which of the following is the basic input needed for the negotiation of a contract with a new subcontractor?

- A. Procurement is responsible to use existing NSN guidelines in the contract.



- B. Clear PO issuance procedures, payment and acceptance terms.
- C. The conditions agreed in the Customer Contract.
- D. Assurance of subcontractor delivery capability in terms of resources and previous performance.

Correct Answer: C

QUESTION 5

Which inputs are needed when doing the service demand plan update for a project?

- A. Project organisation chart, rollout schedule and WBS code.
- B. Line organisation chart, needed number of people and needed time frames.
- C. Rollout schedule, needed number of people, needed skills and needed time frames.
- D. Material list, rollout schedule and needed time frames.

Correct Answer: C

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