

CIPS L4M1 - Question & Answer Past exam questions latest 2023/2023

Q1. Outline FIVE differences between purchasing goods and purchasing services.

Answer - 1. Goods are tangible, services are intangible:

2. Services cannot be separated from their supplier:

3. Heterogeneity: goods are usually uniform in nature while services are unique at each delivery

4. Services 'perish' immediately on delivery whereas goods can be stored until required

5. Products are easier to specify, being tangible

Q2. Explain THREE circumstances in which a competitive tendering exercise might not be the best approach to making a purchase. Answer - 1. Urgency

2. Commercial confidentiality or national security (e.g. military organisations):

3. Value of the purchase:

4. Production costs cannot be measured accurately:

5. Price is not the only criterion for supplier selection and contract award

6. Intellectual Property Rights and monopoly

Q2. Describe TWO e-sourcing tools and their use in procurement and supply.

Answer - 1. E-Catalogues

2. E-Tendering

3. E. Auction

4. Reverse Auctions

5. Online supplier evaluation data

Q3. Explain the role of a shared services unit (SSU). Answer - SSUs reflect a desire to centralise and share services

The shared service provider becomes a dedicated provider of services such as; finance, HR, IT and procurement which continue to be provided internally

An SSU manages costs and quality SLAs to demonstrate value for money.

An SSU's benefits may be summarised as:

- cost effective internal service;
- liaison with its customers;
- anticipating future demand;
- employing resources and providing higher levels of service more cost effectively than if they were provided by a department or an external provider.

Q3. A manufacturer of electrically powered tools for the engineering industry consists of four separate business units, each of which undertakes its own purchasing activities.

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Marcel A. Müller



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Table of Contents Past Cips Exam Question Papers

1. Understanding the eBook Past Cips Exam Question Papers
 - The Rise of Digital Reading Past Cips Exam Question Papers
 - Advantages of eBooks Over Traditional Books
2. Identifying Past Cips Exam Question Papers
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Past Cips Exam Question Papers
 - User-Friendly Interface
4. Exploring eBook Recommendations from Past Cips Exam Question Papers
 - Personalized Recommendations
 - Past Cips Exam Question Papers User Reviews and Ratings
 - Past Cips Exam Question Papers and Bestseller Lists
5. Accessing Past Cips Exam Question Papers Free and Paid eBooks
 - Past Cips Exam Question Papers Public Domain eBooks
 - Past Cips Exam Question Papers eBook Subscription Services
 - Past Cips Exam Question Papers Budget-Friendly Options
6. Navigating Past Cips Exam Question Papers eBook Formats

- ePub, PDF, MOBI, and More
- Past Cips Exam Question Papers Compatibility with Devices
- Past Cips Exam Question Papers Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Past Cips Exam Question Papers
 - Highlighting and Note-Taking Past Cips Exam Question Papers
 - Interactive Elements Past Cips Exam Question Papers
- 8. Staying Engaged with Past Cips Exam Question Papers
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Past Cips Exam Question Papers
- 9. Balancing eBooks and Physical Books Past Cips Exam Question Papers
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Past Cips Exam Question Papers
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Past Cips Exam Question Papers
 - Setting Reading Goals Past Cips Exam Question Papers
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Past Cips Exam Question Papers
 - Fact-Checking eBook Content of Past Cips Exam Question Papers
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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