

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

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**QUESTION 1**

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 2**

Why does NSN carry out Latest Estimate and Demand Supply Planning activities?

- A. It improves customer satisfaction.
- B. It is a good business practice and a SOX requirement, resulting in better planning accuracy.
- C. It is an NSN FandC requirement.
- D. It is part of the Care Program Manager's duties.

Correct Answer: B

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**QUESTION 3**

According to the contract renewal process, when should be the first contract proposal presented to the customer ? (T = expiration time of current contract)

- A. T - 4 months.
- B. T - 3 months.
- C. As soon as prepared.
- D. T - 6 months.

Correct Answer: A

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**QUESTION 4**

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 5

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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