CIPS Level 2 – Certificate in Procurement and Supply Operations

Systems Technology [L2M4]

Sample Exam Questions (Objective Response)

The correct answer will be listed below each question
Q1. Which of the following provides the purchaser with information of the user’s specific requirements?

   a. E-notice  
   b. E-requisition  
   c. E-contract  
   d. E-catalogue

LO: 1  
AC: 1.3  
Correct answer: B

Q2. Internet search engines can be used by procurement professional to ...

   a. locate details about suppliers and customers  
   b. monitor supplier performance  
   c. obtain feedback on supplier credibility  
   d. update internal stakeholders

LO: 1  
AC: 1.2  
Correct answer: A

Q3. Drag and drop the correct option into the blank space.

   is commerce that takes place over electronic systems such as the internet and other networks.

E-Ordering, E-Catalogues, E-Sourcing, E-Commerce

LO: 1  
AC: 1.3  
Correct answer: E-Commerce

Q4. Typical elements of an e-marketplace might include ...

   a. paper catalogues of products  
   b. seller paper literature  
   c. a search engine  
   d. paper order forms

LO: 2  
AC: 2.1  
Correct answer: C
Q5. Which of the following is an example of a system that is used to order from and make payments to suppliers?

   a. MRP  
   b. P2P  
   c. ERP  
   d. JIT

LO: 2  
AC: 2.3  
Correct answer: B

Q6. Drag and drop the correct option into the blank space.

   can be defined as “the degree to which a set of inherent characteristics fulfils requirements”.

Customer Satisfaction, Customer Expectation, Customer Requirement, Quality

LO: 3  
AC: 3.1  
Correct answer: Quality

Q7. The total cost of quality can be evaluated by considering ...

   a. the costs of conformance plus the costs of non-conformance  
   b. the costs of conformance multiplied by the costs of non-conformance  
   c. the costs of conformance minus the costs of non-conformance  
   d. the costs of conformance divided by the costs of non-conformance

LO: 3  
AC: 3.2  
Correct answer: A
Q8. A philosophy about quality that involves everyone in the organisation is known as ...

   a. total personnel management  
   b. total target management  
   c. total quality management  
   d. total customer management

LO: 3  
AC: 3.1  
Correct answer: C

Q9. A group of employees who meet regularly to consider ways of resolving problems and improving production in their organisation is known as ...

   a. a quality circle  
   b. a union circle  
   c. an employee circle  
   d. a resolution circle

LO: 3  
AC: 3.3  
Correct answer: A

Q10. Drag and drop the correct option into the blank space.

   is a methodology used to forecast, plan for and manage the demand for products and services.

Inventory management, Demand management, Flow management, Supply management

LO: 1  
AC: 1.1  
Correct answer: Demand management
Q11. Archie’s supplier has sent him a link on which to click to view an invoice. What type of invoice can you be sure that has Archie received from the information given?

   a. An automatic invoice  
   b. An e-invoice  
   c. A tangible invoice  
   d. A pro forma invoice

LO: 1  
AC: 1.3  
Correct answer: B

Q12. Google, Bing and Yahoo are examples of what?

   a. Internet providers  
   b. URLs  
   c. Search engines  
   d. Email addresses

LO: 1  
AC: 1.2  
Correct answer: C

Q13. A **select from drop down** is a website that brings information together from various sources and can be used to gather quotations or bids from potential suppliers.

   a. Portal  
   b. Purchase  
   c. Procurement  
   d. Policy

LO: 1  
AC: 1.3  
Correct answer: A
Q14. “A group of workers who do the same or similar roles, who meet regularly to identify, analyse and attempt to solve problems” is a definition of what?

a. A quality team  
b. A quality group  
c. A quality committee  
d. A quality circle

LO: 3  
AC: 3.3  
Correct answer: D

Q15. “A way of achieving a desired level of quality by paying attention to every stage in a process” relates to which theory?

a. Quality control  
b. Quality management  
c. Quality assurance  
d. Quality circle

LO: 3  
AC: 3.1  
Correct answer: C

Q16. Which ISO accreditation relates to quality?

a. ISO 14001  
b. ISO 9001  
c. ISO 13485  
d. ISO 21067

LO: 3  
AC: 3.1  
Correct answer: B
Q17. Directly translated from Japanese, “change for better” refers to which quality theory?

   a. Six Sigma  
   b. LEAN  
   c. Kaizen  
   d. Ohno  

LO: 3  
AC: 3.3  
Correct answer: B

Q18. The continuous improvement cycle includes which four actions?

   a. Identify, plan, execute, review  
   b. Identify, purchase, examine, replace  
   c. Inspect, plan, explore, renew  
   d. Inspect, purchase, execute, relay  

LO: 3  
AC: 3.3  
Correct answer: A

Q19. LEAN is about the reduction of select from drop down in the supply chain

   a. Money  
   b. Value  
   c. Suppliers  
   d. Waste  

LO: 3  
AC: 3.3  
Correct answer: D
Q20. An “……….“ is an online tool used to allow potential suppliers to submit bids online in real time.

a. E-procurement  
b. E-auction  
c. E-invoice  
d. E-catalogue

LO: 2  
AC: 2.1  
Correct answer: B