

**CIPS Level 2 – Certificate in Procurement and  
Supply Operations  
Module 4 – Systems Technology**

**SAMPLE EXAM QUESTIONS**

**OBJECTIVE RESPONSE QUESTIONS AND ANSWERS**

The correct answer will be identified as [key]

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Q1. Which of the following provides the purchaser with information of the user's specific requirements?

- a. E-notice
- b. E-requisition [key]
- c. E-contract
- d. E-catalogue

LO: 1

AC: 1.3

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

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

LO: 1

AC: 1.2

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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[Key]

LO: 1

AC: 1.3

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

- a. paper catalogues of products
- b. seller paper literature
- c. a search engine,[key]
- d. paper order forms

LO: 2

AC: 2.1

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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[key]
- c. ERP
- d. JIT

LO: 2

AC: 2.3

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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 [Key]

LO: 3

AC: 3.1

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

- a. the costs of conformance plus the costs of non-conformance [key]
- 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

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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 [key]
- d. total customer management

LO: 3

AC: 3.1

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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 [key]
- b. a union circle
- c. an employee circle
- d. a resolution circle

LO: 3

AC: 3.3

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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[key], Flow management, Supply management

LO: 1

AC: 1.1

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SAMPLE QUESTIONS