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QUESTION 1

What is the basic cost management requirement for a CAPM?

- A. Know the approval processes.
- B. Not to exceed the cost base-line.
- C. Know where to find the best resources.
- D. Not to take any risks.

Correct Answer: B

QUESTION 2

Who is responsible for identifying Care business opportunities and new up-selling possibilities?

- A. The Care Program Manager supported by the CT Head.
- B. The Care Program Manager supported by the FandC Controller.
- C. Multiple roles working in the Care Organization supported by the Care Program Manager.
- D. Care Program Coordinator if assigned, otherwise Care Program Manager.

Correct Answer: C

QUESTION 3

What should be done when the LE differs from the Actuals?

- A. All of the inputs need to be verified. Either cost or sales (or both) were incorrectly estimated.
- B. Do nothing. In 80% of the cases, the fluctuations balance out in the following period.
- C. Sales must be wrongly estimated. So check the sales estimation.
- D. Costs must be wrongly estimated. So check the costs estimation.

Correct Answer: A

QUESTION 4

The forecast for the half-year fluctuates a lot each period, but the Care service level is stable. One way to improve the forecasting is:

- A. fine-tune the parameters in NELLE for invoicing, revenue recognition and payment.



- B. forecast external and internal subcontracting in the month when the cost will be registered, not when the work is performed.
- C. stop interfering with the demand plans made by the Controller and let them take full charge of the forecasts.
- D. increase the number of Sales Packages in NELLE, especially for sales.

Correct Answer: B

QUESTION 5

A customer has a free 3-year warranty contract. What contract type is used in CDB/SAP?

- A. Care Agreement.
- B. Warranty Standard contract.
- C. Warranty Extended contract.
- D. 1st Warranty Standard and Warranty Extended for the next 2 years.

Correct Answer: C

QUESTION 6

What is the first step to be taken by the Care Program Manager if a support service requested by customer falls outside the scope of the Care Contract Agreement?

- A. Authorise service delivery without a customer order.
- B. Prepare a service offering and propose it to customer.
- C. Check the delivery capability from the relevant support pipe and commercial approach with the Account Manager.
- D. Refuse service delivery until the customer raises a purchase order.

Correct Answer: C

QUESTION 7

How many milestones (gates) are defined in the contract renewal process?

- B. 4
- C. 6
- D. 7

Correct Answer: D



QUESTION 8

Who is responsible for entering CARE data into NELLE?

- A. Care Program Manager.
- B. Project FandC with the input from CaPM.
- C. Services Account Manager.
- D. Cost and Progress Manager.

Correct Answer: B

QUESTION 9

What is the main HWS KPI related to Delivery Accuracy?

- A. The percentage of faulty units received from a Customer within the agreed Turn Around Time.
- B. The percentage of replacement units delivered to a Customer within the agreed Turn Around Time.
- C. The percentage of failure reports processed within the agreed Turn Around Time.
- D. The percentage of spare units delivered to a Customer within the agreed Turn Around Time as new spares or replacements for units which cannot be repaired.

Correct Answer: B

QUESTION 10

The Care contract scope has changed, what should the CaPM do first?

- A. Include the new scope in the CT financial plans.
- B. Update the NELLE forecast with new costs and resource requirements.
- C. Inform Care sub regional or regional organisation.
- D. Inform Product Managers who should then prepare new services descriptions.

Correct Answer: B

QUESTION 11

Who is responsible for commercial and relationship escalation towards the customer?

- A. Care Program Manager.
- B. Care Program Manager supported by CT Head.



- C. CT Head supported by Care Program Management.
- D. Care Program Manager supported by Project Manager.

Correct Answer: C

QUESTION 12

Can we recognize revenue based on a Letter of Intent?

- A. Yes, as long as prices, scope of work and payment terms are specified.
- B. Yes, when it is a contract renewal situation and negotiations are advancing.
- C. Yes, if the Letter of Intent refers to the continuation of terms and conditions of the previous Care Agreement.
- D. Yes, if a Letter of Intent is legally binding under applicable law.

Correct Answer: D

QUESTION 13

Continually measuring and monitoring the actual cost versus the budget is done to:

- A. analyze the reasons for variances.
- B. regularize the variances.
- C. approve the variances.
- D. generate reports.

Correct Answer: A

QUESTION 14

What is the base-line against which we track Care profit?

- A. As-sold total contract profitability.
- B. Previous LE.
- C. Annual plan.
- D. ATP.

Correct Answer: C

QUESTION 15



Who provides engineering resources to Care?

- A. Project Manager.
- B. Care Program Manager.
- C. Stream Managers.
- D. Care Head.

Correct Answer: C

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