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## Question 1

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**Question Type:** MultipleChoice

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Which of the following does the abbreviation ROE normally refer to?

**Options:**

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- A- Return on equity
- B- Restoration of equipment
- C- Results of effectiveness
- D- Recycling operational efficiency

**Answer:**

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B

## Question 2

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**Question Type:** MultipleChoice

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Which of the following measures could be used to verify the effectiveness of stores management?

**Options:**

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- A- Value of credits taken
- B- Value of credit given
- C- Value of stock orders placed
- D- Value of stock damaged

**Answer:**

---

B

## Question 3

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**Question Type:** MultipleChoice

---

Which of the following is an appropriate method of assessing an individual purchaser's performance?

**Options:**

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- A- A supplier development programme
- B- An appraisal scheme
- C- A supplier rating programme
- D- A quality circle programme

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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Which of the following is Pareto's Law?

**Options:**

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- A- The law of supply and demand

- B- The law of vendor rating
- C- The 80/20 rule
- D- The 90/30 rule

**Answer:**

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A

## Question 5

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**Question Type:** MultipleChoice

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Against which of the following would you measure a supplier's performance?

**Options:**

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- A- Sales and marketing performance
- B- Use Porter's criteria
- C- The performance of the customer
- D- Another supplier's performance.

**Answer:**

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D

## Question 6

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**Question Type:** MultipleChoice

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Which of the following is a performance measurement system relying on statistics and facts?

**Options:**

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- A- Subjective measurement
- B- Objective measurement
- C- Tertiary measurement
- D- Weakness measurement

**Answer:**

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B

## Question 7

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**Question Type:** MultipleChoice

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Which of the following is a recognised measure of the service level in a store?

**Options:**

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- A- The percentage of items not to specification
- B- The percentage of interest charged on stock
- C- The percentage of absence of the stores staff
- D- The percentage of items picked on first request

**Answer:**

---

D

## Question 8

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**Question Type:** MultipleChoice

---

A joint performance measurement system should benefit both buyer and supplier. Which of the following is a benefit to the buying organisation?

**Options:**

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- A- It improves both buyer and supplier production process
- B- It allows for products to be purchased 'off the shelf '
- C- It enables unnecessary costs to be designed out of the system
- D- It automatically leads to reduction in overall costs

**Answer:**

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A

## Question 9

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**Question Type: MultipleChoice**

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Which of the following measures could be used to verify the effectiveness of stores management?



**Options:**

---

- A- Value of credits taken
- B- Value of credit given
- C- Value of stock orders placed
- D- Value of stock damaged

**Answer:**

---

B

## Question 10

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**Question Type: MultipleChoice**

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Which of the following identifies skills gaps in an organisation?

**Options:**

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- A- Vendor rating

- B- Training course evaluation
- C- Training needs analysis
- D- Counting errors

**Answer:**

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A

## Question 11

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**Question Type:** MultipleChoice

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Which of the following tools of analysis can be used to classify stock?

**Options:**

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- A- Value chain analysis
- B- ABC analysis
- C- SMART analysis
- D- Quantum analysis

**Answer:**

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D

## Question 12

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**Question Type: MultipleChoice**

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Q9. Which of the following best explains joint performance appraisal?

**Options:**

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- A- '90 degree' assessment
- B- '45 degree' assessment
- C- '360' degree assessment
- D- '180 degree' assessment.

**Answer:**

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B

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