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QUESTION 1

Who is the main responsible person to drive the Care Contract Renewal through the whole renewal process after the Internal Kick-off Meeting?

- A. Care Program Manager.
- B. Care Renewal Leader.
- C. Care Service Engagement Manager.
- D. CT Head.

Correct Answer: B

QUESTION 2

A company can improve its competitive advantage by following a number of functional level strategies. These include Efficiency, Quality, Innovation and one more. What is it?

- A. Motivation.
- B. Customer Responsiveness.
- C. Value.
- D. Demarcation.

Correct Answer: B

QUESTION 3

The monthly PRS report shows a huge, unexpected deviation in sales, what should the CaPM do?

- A. Nothing - this is most probably a miss booking so it will be corrected next month.
- B. Notify CT FandC controller asking to correct the possible error next month.
- C. Investigate all the possible reasons and provide a comment in the monthly report.
- D. Escalate the issue at the CT meeting as the overall Profit and Loss responsibility stays within CT.

Correct Answer: C

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

QUESTION 5

Which of the following is not included in the SPC rate?

A. Regional management overhead.

B. Telephone costs.

C. International travel.

D. Training costs.

Correct Answer: C

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