

SDM_2002001040^{Q&As}

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QUESTION 1

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 2

Where does the information on required engineering resources\\' competence levels in CTs comes from?

- A. Product Lines provide the information based on product roadmaps and expected service activities.
- B. Resource Streams Managers define the need based on Personal Development Plan related discussions with their people.
- C. Required competence levels are evaluated by Streams, based on the results of the Resource Allocation process.
- D. Product Managers define the need based on sales plans and product roadmaps.

Correct Answer: C

QUESTION 3

If a CSDA gets declined, how much notice should be given to a customer that services will terminate?

- A. 10 working days.
- B. 30 working days.
- C. 30 calendar days.
- D. CT Head decides.

Correct Answer: D

QUESTION 4

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 5

Your Customer's Care Contract expired at the end of last year. In addition, NO Purchase Orders have been received from the Customer since the contract expired. How can Care service revenue be recognised in this case?

- A. Revenue cannot be recognised.
- B. Revenue is collected to WIP (Work-in-progress) and recognised after the contract is signed.
- C. Revenue is recognised based on the expired contract on a monthly basis.
- D. CT FandC decides how revenue is recognised.

Correct Answer: A

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