

# SDM\_2002001040<sup>Q&As</sup>

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**QUESTION 1**

The following action must take place if NSN are not SOX Compliant:

- A. NSN will be fined 2.5 times the annual value of the contract.
- B. CT Head will be dismissed from NSN with 30 days notice.
- C. A new Contract signed and Customer Purchase Order issued as soon as possible.
- D. We must receive a Customer Purchase Order within 5 working days.

Correct Answer: C

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**QUESTION 2**

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

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**QUESTION 3**

A customer is experiencing problems with element stability. What is the appropriate Care service to offer in this case?

- A. Software Maintenance.
- B. Spare Part Management.
- C. HWS or SWS Life Extender.
- D. Care SWS preventive services or Active Software Support (ASWS).

Correct Answer: D

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**QUESTION 4**

Which of the following tasks belongs to the Care Program Manager at Care Contract re- negotiations?

- A. Agree the prices internally.
- B. Ensure the Care Contract re-negotiations are initiated in a timely fashion.

C. Negotiate the prices with the customer.

D. Write the Care Contract document.

Correct Answer: B

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## QUESTION 5

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

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