



# CIPS

## A10 Exam

### Measuring Performance in Purchasing and Supply

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**Question: 1**

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International Advanced Certificate in Purchasing and Supply  
Measuring Performance in Purchasing and Supply  
A10

Instructions for Candidates:

This examination is in THREE sections.

Section A Has TEN compulsory multiple-choice questions, worth 2 marks each.

Section B Has SIX compulsory short-answer questions, worth 5 marks each.

Section C Has THREE compulsory longer-answer questions. Questions 17 and 18 are worth 15 marks each. Question 19 is worth 20 marks.

1. Do not open this question paper until instructed by the invigilator.
2. All answers must be written in the answer booklet provided.
3. All rough work and notes should also be written in the answer booklet.

Question: 2

**SECTION A**

Questions 1 to 10 are multiple choice questions. For each question, select ONE correct answer from A to D and write it in your answer booklet. You are advised to spend approximately 30 minutes on this section.

Question: 3

Q1. Which of the following measures could be used to verify the effectiveness of stores management?

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

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**Answer: B**

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**Question: 4**

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Q2. Which of the following does the abbreviation ROE normally refer to?

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

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Answer: B

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Question: 5

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Q3. Which of the following is an appropriate measure of customer service in a stores environment?

- A. Accuracy of stock-turns
- B. Accuracy of stock checks
- C. Accuracy of first time picks
- D. Accuracy of stock positioning

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Answer: C

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Question: 6

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Q4. Which of the following would be considered the best method of improving the quality of goods received?

- A. Implementation of ISO14001
- B. A performance measurement agreement
- C. A call off agreement
- D. A financial penalty scheme

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Answer: D

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Question: 7

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Q5. Which of the following is most likely to improve the overall efficiency of a purchasing office?

- A. Use of vendor rating systems
- B. Use of SMART controllers
- C. Use of blanket orders
- D. Use of wider base of suppliers

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Answer: A

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Question: 8

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Q6. A buyer is concerned about improving the cost of materials received. Which of the following would be considered the best means of assessing current purchasing performance?

- A. Comparisons with industry index numbers
- B. Inflation assessment calculations
- C. Cost/profit volume analysis
- D. Negotiation with existing suppliers

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Answer: A

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Question: 9

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Q7. Which of the following is the most often quoted benefit of joint performance measurement and relationship building techniques?

- A. Supplier base enlargement
- B. More understanding of the supply chain
- C. More varied problems
- D. More professional development

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Answer: D

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