

# CIPS

## A10

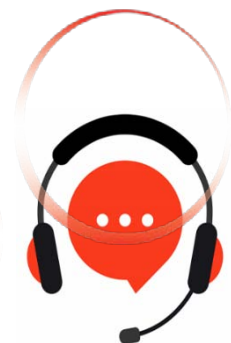
### Measuring Performance in Purchasing and Supply

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## Question: 1

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

**Answer: B**

## Question: 2

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

**Answer: B**

## Question: 3

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

**Answer: C**

### Question: 4

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

**Answer: D**

### Question: 5

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

**Answer: A**

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