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QUESTION 1

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

QUESTION 2

What is the MAIN customer relationship activity performed by the Care Program Manager?

- A. Acts as deputy for the Account Manager.
- B. Acts as primary interface towards the customer for all NSN-related activities and issues.
- C. Acts as primary interface towards the customer for the Project Life Cycle activities and issues.
- D. Acts as primary interface towards the customer for Care-related activities and issues.

Correct Answer: D

QUESTION 3

How does an NSN-PRS report show that SAP / accounting system and NELLE are set-up consistently?

- A. The half-year total remains stable.
- B. The totals coming from NELLE and SAP / accounting system match.
- C. It compares the GIC structure with the Service Order structure.
- D. Forecasted and actual cost and sales are on the same GICs.

Correct Answer: D

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

What is Gross Profit?

- A. Gross Sales minus discounts and penalties.
- B. Net Sales minus Cost of Goods Sold.
- C. Gross sales minus all Operating Costs.
- D. Gross Sales minus Gross Costs.

Correct Answer: B

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