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QUESTION 1

Is there a need for Risk Analysis in Care?

- A. No, Risk Analysis is a mandatory process in NI Project Management only.
- B. Only when establishing Care for the newly negotiated contract.
- C. Always, at every stage of Care planning and execution.
- D. Only when needed as there is no official process.

Correct Answer: C

QUESTION 2

What needs to be done if a 3rd Party Service Contract is due to expire?

- A. Care Program Manager should contact the 3rd Party Service Manager and supplier representatives to renew the contract.
- B. Care Program Manger should inform Product Line.
- C. Care Program Manager should inform the Customer to renew the contract directly with the supplier.
- D. The Care Program Manager should inform the Service Engagement Manager.

Correct Answer: A

QUESTION 3

Care Plan can be used as:

- A. Basic reference in contractual disputes with customer.
- B. Service Manual, helping to induct new Care Team members.
- C. Financial Planning support tool in CT.
- D. The source of resource forecast data.

Correct Answer: B

QUESTION 4

Net Sales is 150, Cost of Goods Sold is 100. What is the Gross Profit in %?

- A. Cannot be determined without knowing Gross Sales.



- B. 1
- C. 0,5.
- D. 0,33.

Correct Answer: D

QUESTION 5

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

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