Supply Chain Practitioner (Fast Moving Consumer Goods) - EPA Mock Knowledge Test Mark Scheme (M-EPA-SCP3002)

Answers for the multiple-choice questions (Q1-Q30) on the Supply Chain Practitioner (Fast Moving Consumer Goods) mock knowledge test (M-EPA-SCP3002) are:

Question	Correct answer
1	D
2	D
3	A
4	A
5	C
6	C
7	B
8	A
9	B
10	B
11	B
12	C
13	C
14	B
15	C

Question	Correct answer
16	C
17	B
18	D
19	D
20	A
21	B
22	C
23	A
24	C
25	A
26	B
27	D
28	D
29	D
30	C

Exemplar answers for the short answer questions (Q31-Q36) on the Supply Chain Practitioner (Fast Moving Consumer Goods) mock knowledge test (M-EPA-SCP3002) are below. These show the level of depth and breadth required to answer each of the questions to gain full marks in the mock test. As a rule, learners should provide one key point for each mark required within the question.

31) Outline **2 advantages** and **2 disadvantages** of a **short lead time**. Include **1 example** to support your answer.

(5 marks)

1 mark for an outline of each advantage, up to 2 marks. For example:
- reduced carrying times
- streamlined operations
- improved productivity
- customers receive their orders quickly
- increased customer satisfaction
- improved customer buying experience
- less waste
- reduced storage requirements

1 mark for an outline of each disadvantage, up to 2 marks. For example:
- a greater margin for missed deliveries
- increased chance of short-life products spoiling
- increased financial costs if deliveries are more frequent
- increased costs if logistics are spread over a larger area

1 mark for any example to support an advantage or disadvantage.
Marks can be awarded for other valid examples

K10 Logistics: the importance of logistics cost, the impact of short-lead time and high demand volatility logistics on network planning

32) Identify **3** ways in which a product can be merchandised and describe **2** ways in which this can impact supply chain decisions.

(5 marks)

1 mark for each way in which a product can be merchandised, up to 3 marks and 1 mark for each description of how this can impact supply chain decisions, up to 2 marks. For example:
- if additional merchandising space or a VDU is being given to a product (merchandised), the consumer will require a larger volume for the period of the promotion (impact)
- if a product is being more prominently merchandised (merchandised) more frequent deliveries might be required or a larger volume for replenishment (impact)

- if a new competing product is being launched to market or given merchandising space (merchandised), less of the original product might be required (impact)

Marks can be awarded for other valid examples

K7 Forecasting: the levers and influences on customer and consumer demand (market trends, weather, competitor activity and seasonality); the impact of merchandising on supply chain decisions; and others relevant to the business context

33) Briefly describe **2 recommendations** you might make to **internal stakeholders**, and **2 recommendations** you might make to **external stakeholders** based on data analysis. Include **1 example** from your own sector to support your answer.

(5 marks)

1 mark for a description of each recommendation made to internal customers, up to 2 marks. For example:
- customer service improvements/satisfaction/dissatisfaction
- too low or too high stock levels, stock wastage such as slow or dead stock
- poor service from suppliers requires improvement
- unfulfilled service level agreements need changing

1 mark for a description of each recommendation made to external customers, up to 2 marks. For example:
- a requirement for more or less product and bringing new products to market
- potential delays resulting in changes to lead times
- suggesting alternative products due to shortages - based on quality or value

1 mark for any example to support the answer.
Marks can be awarded for other valid examples

S2 Analyse data on key trends and themes that affect demand; use data to make recommendations to internal and external customers

34) Outline **5** methods that can be used to synchronise supply chain planning across an organisation.

(5 marks)

1 mark for an outline of each method, up to 5 marks. For example:
- use software which can synchronise supply chain planning in line with financial and operational plans
- by being agile and aligned - the organisation will be able to respond to changing environments
- apply systems that can make short and long-term forecasts
- set inventory targets to maximise profits
- collaborate and communicate across all departments
- monitor progress and review plans based on demand and review production capacity

Marks can be awarded for other valid examples

35) Briefly describe **5** principles of buying.

(5 marks)

1 mark for a description of each principle of buying, up to 5 marks. For example:
- selling the **right quality** product for customers and the business
- ensuring forecasts are accurate and, therefore, the **right quantity** of products is held
- making sure it is the **right time** for the business to procure the product
- checking the **right product has been sourced** by reviewing their methods, and if their approach is ethical, such as promoting animal welfare, fair wages for workers and protecting the environment
- enabling the organisation to get the **right price** for their products and providing the best value
- supporting the organisation to procure products from the **right place**, taking into consideration things like, local suppliers, producers and manufacturers and reducing transport costs

Marks can be awarded for other valid examples

K6 Procurement: the principles of buying – strategic and operational decision making (influences, risk, cost); and legal and customer requirements (anti-bribery policies, ethical approaches and frameworks)

36) Outline **5** methods to improve order fulfilment.

(5 marks)

1 mark for an outline of each way, up to 5 marks. For example:
- improve manual or automated systems ensuring accuracy
- fair pricing
- increase timeliness through smooth customer relations and keeping communications open
- make finding inventory simple for warehouse operatives
- optimisation of warehouse layout
- set realistic KPIs
- efficient picking, packing and shipping processes
- ensure stock is available

Marks can be awarded for other valid examples

K9 Customer service: the principles of order capture and management, from order receipt to delivery through to customers, the importance of customer fulfilment