Supply Chain Practitioner (Fast Moving Consumer Goods) - EPA Mock Knowledge Test Mark Scheme (M-EPA-SCP3001)

Answers for the multiple-choice questions (Q1-Q30) on the Supply Chain Practitioner (Fast Moving Consumer Goods) mock knowledge test (M-EPA-SCP3001) are:

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

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

Exemplar answers for the short answer questions (Q31-Q36) on the Supply Chain Practitioner (Fast Moving Consumer Goods) mock knowledge test (M-EPA-SCP3001) 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) Using examples, outline 5 principles of supply chain management.

(5 marks)

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1 mark for an outline of each principle, up to 5 marks. For example:
• adapt the supply chain to meet customer needs
• customise the logistic network to meet requirements
• ensure consistent forecasting and resource allocation
• distinguish what products you sell against your competitors
• manage sources of supply
• technology that supports the whole supply chain
• success when reaching the end-users effectively and efficiently
• forecasting demand and planning
Marks can be awarded for other valid examples

K8 Plan manufacture: the principles of developing and implementing a supply plan taking account of capacity, product life and the key drivers of success

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32) Having made a prediction of key trends by analysing historical data, explain 5 ways you would use the data to make recommendations to internal and external customers.

(5 marks)

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1 mark for an outline of each way, up to 5 marks. For example:
• use visualisation methods to interpret the data
• include appropriate charts that show a clear pattern of trends over a period of time
• include any predicted changes
• produce reports and findings to support the growth of the business and meet customer demand and specifications
• identify seasonal/key events that trigger demand
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

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33) Using examples, describe 3 main principles you should consider when purchasing and outline 2 ways you could include these in your job role.

(5 marks)

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1 mark for a description of each principle, up to 3 marks. For example:
• right quality
• right quantity
• right time
• right source
• right price
• right place.

1 mark for an outline of each way to include these in their job role, up to 2 marks. For example:
• ensuring the suitability of products for the intended purpose.
• ensuring there is a regular flow of products, not overstocking or not having adequate stock supplies to meet demand.
• reviewing the times of ordering stock are suitable
• checking suppliers are responsibly sourcing products
• procuring materials and products and the right price, value for money.
• looking at local suppliers to reduce transportation and material handling costs.
• considering the sustainability of the supply.
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)

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34) Explain 2 ways that lead-time can impact on planning and give 3 changes you could implement within the replenishment policy to reduce the lead-time from your suppliers.

(5 marks)

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1 mark for an explanation of each way that lead-time affects planning, up to 2 marks. For example:
• can affect ability to satisfy customer orders
• need to know lead-time to be able to advise customers

1 mark for each of the following impacts on stock levels, up to 3 marks. For example:
• collaboration with suppliers to look at the time it takes to procure, make, pick, pack and ship the goods
• review the schedule of orders and check for any discrepancies within the data
• negotiate with the supplier and/or localise the supply base
• replenishment times allocated staff to replenish stock locations
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

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35) Explain the importance of customer fulfilment and give a brief overview, with 4 examples, of the life cycle of an order within your industry.

(5 marks)

> **1 mark for an explanation of any of the following, up to 1 mark. For example:**
> • customer satisfaction
> • continued customer loyalty
> • new business from positive feedback
>
> **1 mark for any of the following stages in the life cycle of an order, up to 4 marks. For example:**
> • the customer places an order
> • check if it is a stock item or if it needs to be ordered from supplier
> • tracking of the order
> • picking and packaging the order
> • meeting the customer's specific requirements
> • delivering the order
> • the customer receiving the order as promised
> *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*

36) Reviewing the products you work with, outline 5 ways you could forecast for seasonal customer demand.

(5 marks)

> **1 mark for an outline of each way, up to 5 marks. For example:**
> • manage the peaks and troughs in demand throughout the year
> • ensure classic gift items are available throughout the year i.e. Christmas/Easter, etc
> • keep up to date with new products and trends.
> • plan staffing levels to meet demand at these critical times.
> • increase staff incentives during these times.
> • review previous seasonal purchasing behaviour to identify trends
> *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*

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