

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)

1 mark for each of the following - up to 5 marks

- 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

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

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)

1 mark for each of the following - up to 5 marks

- 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

- 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)

Main Principles (up to 3 marks)

- Right quality
- Right quantity
- Right time
- Right source
- Right price
- Right place.

Ways to include these in their job role (up to 2 marks)

- 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.

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)

- 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)

How lead-time affects planning (up to 2 marks)

- Can affect ability to satisfy customer orders
- Need to know lead-time to be able to advise customers

Impacts on stock levels 1 mark for each of the following (up to 3 marks)

- 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

- 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 any of the following importance of customer fulfilment - up to 1 mark

- 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

- 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
- 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 each of the following - up to 5 marks

- 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.

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