

Paper Code: M-EPA-SCP3001

# Level 3

## Supply Chain Practitioner (Fast Moving Consumer Goods) Mock Knowledge Test

### Information for registered centres

The seal on this examination paper must only be broken by the candidate at the time of the examination. Under no circumstances should a candidate use an unsealed examination paper.

### Information for candidates

**Under no circumstances should you, the candidate, use an unsealed examination paper.**

This examination consists of **30 multiple-choice**, and **6 short-answer** questions.

The exam is worth **60 marks**, with a Pass being **40 marks**, and Distinction **51 marks**.

The duration of this examination is **90 minutes**.

You are **NOT** allowed any assistance to complete the answers.

You must use a pencil to complete the answer sheet - pens must **NOT** be used.

When completed, please leave the **examination answer sheet (EAS)** on the desk.

### EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01  A  B  C  D **ANSWER COMPLETED CORRECTLY**

**Examples of how NOT to mark your examination answer sheet (EAS). These will not be recorded.**

01  A  B  C  D **DO NOT** partially shade the answer circle  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  D **DO NOT** use ticks or crosses  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  D **DO NOT** use circles  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  D **DO NOT** shade over more than one answer circle  
**ANSWER COMPLETED INCORRECTLY**

### EXAMINATION ANSWER BOOKLET INSTRUCTIONS

Please carefully read the examination questions and clearly write your answers in the Examination Answer Booklet provided.

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

1

One of the **main** provisions of the Workplace (Health, Safety and Welfare) Regulations 1992 is:

- A. adequate heating and lighting
- B. longer rest periods for staff
- C. large canteen facilities
- D. access to hot meals

2

The **most** important reason for pricing a new product is to:

- A. recruit more staff
- B. create promotional materials
- C. beat your competitors
- D. ensure the sustainability of the business

3

Vehicle utilisation is **best** defined as:

- A. keeping all company vehicles clean and tidy
- B. driving in a safe manner to protect the vehicle and load
- C. selecting the most appropriate load, route and vehicle for the job
- D. keeping within the speed limits of all roads

4

Logistics for export represents the:

- A. right freight forwarder
- B. bill of lading
- C. Destination Control Statement (DCS)
- D. supply chain channel

5

One of the **key** points of the Operator License Audit is that:

- A. new drivers, vehicles and trailers are in place
- B. the running of goods vehicles is safe and compliant
- C. regimented management processes are in place
- D. equipment checks are completed every 2 years

6

An example of a continuous improvement model is:

- A. plan, do, check and act
- B. act, plan, do and check
- C. check, review, act and do
- D. act, check, review and do

7

A trailer should have an MOT every:

- A. 6 weeks
- B. 6 months
- C. year
- D. 2 years

8

The **main** reason that inventory accuracy is important is that:

- A. it is easier to identify stock
- B. customers can see the price of goods before ordering
- C. it is easier to locate goods in the warehouse
- D. businesses have a clear understanding of their stock levels

9

Customer expectations are not being met for scheduled deliveries. The **first** action to take to solve the problem is to:

- A. report the issue to management
- B. hold a team briefing with the warehouse team
- C. investigate the issue and record the cause
- D. review your SMART targets

10

The fridges have failed on a delivery of chilled food products. The **first** action to take with regards to food safety is to:

- A. return the products immediately
- B. determine critical control points
- C. dispose of the products immediately
- D. report and record your findings

11

After reviewing some despatch notes, some discrepancies have been identified. The **best** action to take to solve the problem is to:

- A. call an immediate team briefing
- B. report the discrepancies to management
- C. trace and investigate the discrepancies immediately
- D. email the customers immediately

12

One way new technologies can improve supply chain management is to:

- A. maintain the business' usual delivery times
- B. improve the ability to meet customer expectations
- C. maintain adequate sales
- D. manage inventory reactively

13

A **main** principle of continuous improvement is to:

- A. maintain SMART targets
- B. continue fixing the problems
- C. change processes
- D. utilise team members' ideas

14

One **main** characteristic of a customer-centric supply chain is that it is:

- A. maintained
- B. steadfast
- C. trustworthy
- D. stoic

15

One reason for the success of a new product is that it is:

- A. unique and expensive
- B. a variation of other brands
- C. quality and expensive
- D. unique and superior

16

The use of sustainable techniques and resources within the supply chain industry is important because it:

- A. improves productivity and cost-effectiveness
- B. increases product prices for customers
- C. always leads to better product design for customers
- D. is always a financially viable working practice

17

An example of a powerful business improvement strategy is:

- A. Maslow's Hierarchy of Needs
- B. Six Sigma Methodology
- C. Taylor's Motivation Theory
- D. Scientific Management Principles

18

The **best** way to meet seasonal customer requirements is to:

- A. incorporate new products
- B. maintain existing products
- C. incorporate high-quality products
- D. incorporate low cost products

19

Which of the following is **not** a benefit of accurate forecasting?

- A. Ensuring you have enough supply to meet demand
- B. Scheduling the right number of staff
- C. Having less stock available for demand
- D. Setting achievable financial plans

20

The **main** reason to implement e-commerce security is to:

- A. maintain a profitable industry
- B. sell and buy goods online
- C. maintain untraceable IP addresses
- D. ensure safe transactions via the internet

21

Supply chain documentation is crucial because it creates traceability:

- A. for the customers only
- B. for the sales team audits
- C. throughout the entire warehouse
- D. throughout the entire chain

22

There has been a recent recruitment drive to support your team. The **best** way to train the new staff is to:

- A. utilise your existing team
- B. provide written copies of all the company procedures
- C. plan a full team meeting
- D. utilise staff notice boards

23

By law, a large goods vehicle (LGV) driver **must** rest for a minimum of:

- A. 5 hours within a 24 hour period
- B. 9 hours within a 24 hour period
- C. 5 hours within a 48 hour period
- D. 9 hours within a 48 hour period

24

The **first** action to take to improve waste management within your business is to:

- A. reduce the amount of waste going to landfill
- B. look at possible options for recycling locally
- C. understand and measure the waste generated within your business
- D. re-train all staff in the warehouse

25

You have received a defective shipment of an in-demand product from a supplier. The **first** action you should take is to:

- A. record your findings and report to management
- B. email the supplier immediately with your findings
- C. hold the vehicle for further inspection
- D. return the defective product to the supplier

26

Business-to-business is **best** defined as a transaction:

- A. between two businesses
- B. between an individual customer and supplier
- C. between a customer and employer
- D. between a business and employer

27

There is a health and safety audit planned for the material-handling equipment (MHE). The **best** way to prepare is to:

- A. check with the engineers
- B. review all documentation
- C. check with the MHE team
- D. review the MHE check sheets

28

The Provision and Use of Work Equipment Regulations 1998 (PUWER) state work equipment should be maintained:

- A. every 6 weeks
- B. every 6 months
- C. in accordance with the manufacturer's guidelines
- D. only when the equipment starts to deteriorate

29

Value-based pricing is determined by the value:

- A. that the customers attach to the product
- B. of the customer's packaging materials
- C. that competitors attach to the product
- D. of existing customer sales

30

On-Shelf Availability (OSA) is **best** defined as:

- A. the availability of spare shelf space
- B. products for sale in their expected place
- C. the speed in which items can be replenished
- D. a way to identify the cost of an item

## Short Answer Questions

31

Using examples, outline 5 principles of supply chain management.

(5 marks)

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)

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)

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)

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)

36

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

(5 marks)





**Level  
3**

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