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	Α
2	D
3	С
4	D
5	В
6	Α
7	С
8	D
9	С
10	В
11	С
12	В
13	D
14	С
15	D

Question	Correct
	answer
16	Α
17	В
18	Α
19	С
20	D
21	D
22	Α
23	В
24	С
25	Α
26	Α
27	D
28	С
29	А
30	В

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 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

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 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



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)

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)

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)

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



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

