

# SDM\_2002001040<sup>Q&As</sup>

SDM Certification - CARE

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**QUESTION 1**

Care Plan can be used as:

- A. Basic reference in contractual disputes with customer.
- B. Service Manual, helping to induct new Care Team members.
- C. Financial Planning support tool in CT.
- D. The source of resource forecast data.

Correct Answer: B

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**QUESTION 2**

When can the Care Plan be shared with the Customer?

- A. Only a customised version can be occasionally shared - without confidential information.
- B. The Care Plan is an internal document and should not be available to customer.
- C. The Care Plan should always be shared with the customer.
- D. The CaPM needs to receive permission from management before sharing the Care Plan with the customer.

Correct Answer: C

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**QUESTION 3**

Why does NSN carry out Latest Estimate and Demand Supply Planning activities?

- A. It improves customer satisfaction.
- B. It is a good business practice and a SOX requirement, resulting in better planning accuracy.
- C. It is an NSN FandC requirement.
- D. It is part of the Care Program Manager's duties.

Correct Answer: B

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**QUESTION 4**

Who is responsible for providing comments regarding Care financial deviation to plan?

- A. Care Program Manager.
- B. FandC Controller.

C. CT Head.

D. Project Manager.

Correct Answer: A

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## QUESTION 5

Your Customer's Care Contract expired at the end of last year. In addition, NO Purchase Orders have been received from the Customer since the contract expired. How can Care service revenue be recognised in this case?

A. Revenue cannot be recognised.

B. Revenue is collected to WIP (Work-in-progress) and recognised after the contract is signed.

C. Revenue is recognised based on the expired contract on a monthly basis.

D. CT and C decides how revenue is recognised.

Correct Answer: A

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