

# PASSTCERT

QUESTION & ANSWER

Higher Quality  
Better Service!

We offer free update service for one year  
[HTTP://WWW.PASSTCERT.COM](http://www.passtcert.com)

**Exam** : **CPIM-SMR**

**Title** : CPIM Strategic  
Management of resources

**Version** : Demo

1.What would MOST LIKELY be a structural question?

- A. Are we over our capacity at the plant?
- B. Will the firm make or buy its products?
- C. Is a work center going over capacity?
- D. How much of a particular product will need to be produced next month?

**Answer: B**

**Explanation:**

A structural question would be if a company would make or buy its parts.

2.What is the first step in determining what a customer "wants"?

- A. Have sit down meeting with them
- B. Evaluate what customer gives
- C. Identify who the customer is
- D. Listen to the customer

**Answer: C**

**Explanation:**

First step is to listen to identify who the customer is. In complex business world, it may not be as easy as you would think.

3.Which of the following are NOT characteristics of a project

- A. On-time focus
- B. Have a start and finish
- C. Risks and Issues identified
- D. Specific purpose and desired results

**Answer: C**

**Explanation:**

8 characteristics of a project

1. On-time focus
2. Specific purpose and desired results
3. Start and a finish
4. Time frame for completion
5. Involvement of a cross functional group of people
6. Limited set of resources
7. Logical sequence of activities
8. Clear user of the results

4.Good performance measures should be all of the following EXCEPT

- A. Be customized to suit the environment
- B. Be understood only by the person doing the work
- C. Reflect the manufacturing strategy
- D. Be non-financial in nature

**Answer: B**

**Explanation:**

Good performance measures should

1. Reflect the manufacturing strategy
2. Be non-financial in nature
3. Be customized to suit the specific environment
4. Be revised on a continuous basis
5. Provide accurate and timely feedback
6. Be understood by all
7. Promote improvement rather than just do monitoring
8. Be group oriented

5. Quality at the source is one of the most powerful concepts in what?

- A. JIT
- B. Kaizen
- C. Six Sigma
- D. Total Quality Management (TQM)

**Answer:** D

**Explanation:**

Quality at the source is one of the most powerful concepts in Total Quality Management (TQM)