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Nokia

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SDM Certification - CARE (SDM_2002001040)



QUESTION: 114

In order to report cost of poor quality, it is needed to:

- A. make internal cost transfer invoices to product lines.
- B. forecast cost of poor quality in NELLE.
- C. record the working time on the cost of poor quality SvO on projects in WTR.
- D. have a cost of poor quality budget approved in advance.

Answer: C

QUESTION: 115

What are the four pillars of Care?

- A. Customer Relationship, Care Business Management, Operational Management, Financial Management.
- B. Customer Relationship, SWS Management, Operational Management, Financial Management.
- C. Operational Management, SWS Management, HWS Management, Financial Management.
- D. Operational Management, Business Management, Financial Management, HWS Management.

Answer: A

QUESTION: 116

A customer has a free 3-year warranty contract. What contract type is used in CDB/SAP?

- A. Care Agreement.
- B. Warranty Standard contract.
- C. Warranty Extended contract.
- D. 1st Warranty Standard and Warranty Extended for the next 2 years.

Answer: C

QUESTION: 117

During the preparation of the Care Plan, it is recommended that the Care Program Manager reviews which of the following?

- A. Care Agreement, Supply Contract, Project Plan, WTR Report, Account Plan, NSN-PRS Report.
- B. Care Agreement, other Service Agreements, Supply Contract, Project Plan, Account Plan, 3rd Party Agreements.
- C. Care Agreement, NELLE Forecast, Supply Contract, WTR Report, Project Plan, Account Plan.
- D. Supply Contract, NSN-PRS Report, Project Plan, Account Plan, 3rd Party Agreements.

Answer: B

QUESTION: 118

A customer contract contains 3rd party installed base. Who needs to be contacted to arrange back to back 3rd party contract?

- A. CT Logistics.
- B. Care 3rd Party Management.
- C. CaPM arranges directly with the local supplier.
- D. CT Head.

Answer: C

QUESTION: 119

During monthly reporting the Care Program Manager finds a lot of wrong cost allocations to her / his project. What should s/he do?

- A. Comment in the report that there have been wrong allocations.
- B. Ask F&C to find out what the allocations contain and then ask to get them corrected, then report findings and corrective actions.
- C. Nothing specific - deviations by default will be investigated by F&C controller and then F&C team will take all the corrective actions needed.
- D. Ask the CT head to support in finding and correcting possible reasons.

Answer: B

QUESTION: 120

Which of the Care Service Cancellation process tasks is NOT under Care Program Manager responsibility?

- A. Care contract closing in Contract Database.
- B. Ensuring with local CLicS Key User that the Customer's users are removed from CLicS role management.
- C. Communication of changes related to customer's HWS services through the HWS organization and collaborators.
- D. Identifying related 3rd party vendor support agreements.

Answer: C

QUESTION: 121

Which of the following is not included in the SPC rate?

- A. Regional management overhead.
- B. Telephone costs.
- C. International travel.
- D. Training costs.

Answer: C



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