D4/November 2014



Diploma in procurement and supply

Negotiating and contracting in procurement and supply

Date	Tuesday 18 November 2014			
Time	Start 14:00	End 17:00	Duration	3 hours

QUESTION PAPER

INSTRUCTIONS FOR CANDIDATES

This examination has **FOUR** compulsory questions worth 25 marks each.

- 1. Do not open this question paper until instructed by the invigilator.
- 2. All answers must be written in the answer booklet provided.
- 3. All rough work and notes should be written in the answer booklet.

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QUESTIONS

You are advised to spend 45 minutes on each question.

- Q1 (a)Identify FIVE details of the buyer's requirement that might be included in a standard enquiry
(request for quotation) form.(5 marks)
 - (b) A best-practice tender procedure would include a number of steps for the preparation of the invitation to tender.

Outline **FIVE** steps that should be included in a best-practice tender procedure. (10 marks)

- (c) Explain the purposes of a documented specification within a commercial agreement. (10 marks)
- Q2 (a) Describe THREE sources of personal power that can be used in a commercial negotiation.

(15 marks)

- (b) Explain the reasons that lead to a monopoly supplier having high power relative to a purchaser in a commercial negotiation. (10 marks)
- Q3 (a) Examine FIVE resources required for an effective face-to-face negotiation meeting. (15 marks)
 - (b) Suggest FIVE points that should be considered when preparing for a telephone negotiation compared with a face-to-face negotiation. (10 marks)
- Q4 (a) Explain FOUR tactics that may be used in a commercial negotiation. (16 marks)
 - (b) Outline THREE examples of 'active listening' that may contribute to effective commercial negotiations.
 (9 marks)

END OF QUESTION PAPER

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