**Exercise: SPIN questions**

In this exercise, you will practice on creating SPIN-question based on different scenarios.

**Time limit: 0**

**Quiz Summary**

0 of 6 questions completed

Questions:

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6

Information

**You have already completed the quiz before. Hence you can not start it again.**

**Quiz is loading…**

**You must sign in or sign up to start the quiz.**

**You must first complete the following:**

**Results**

Quiz complete. Results are being recorded.

**Results**

**Time has elapsed**

Categories

1. Not categorized**0%**

* **Great job with your SPIN selling!** If you want to do this exercise again, click the “Restart Quiz”-button.

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6
7. Answered
8. Review
9. Question **1** of **6**

**1. Question**

https://ncabacademy.com/wp-content/uploads/2020/05/situation-questions-300x51.png

Customer:   
*“We are really struggling with leadtimes at the moment.”*

Write down **5 SITUATION QUESTIONS** you could ask to find out more about their situation. *If you prefer, you can write your questions in your own language.*

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Correct**

**Incorrect**

1. Question **2** of **6**

**2. Question**



Customer’s situation:   
*“We have a new project, 5 new designs a week. We always need 5-10 pcs, but really must have 5 w.days. Some of the parts are HDI, then 10 w.days is OK. We are currently spending $12k/week on fast turn, and this will continue next quarter.”*

Write down **3 PROBLEM QUESTIONS** you could ask. *If you prefer, you can write your questions in your own language.*

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Question **3** of **6**

**3. Question**



Customer’s problem:   
“*We are seeing too many late deliveries, short shipment,   
and nobody answers emails or phones.”*

Now, write down **3 IMPACT QUESTIONS.**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Correct**

**Incorrect**

1. Question **4** of **6**

**4. Question**



Customer’s impact:   
*“We are falling behind on projects, TTM is delayed, I’m being blamed,   
and me and my team are working too many hours per week.”*

Write down **3 NEEDS QUESTIONS.**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Correct**

**Incorrect**

1. Question **5** of **6**

**5. Question**

https://ncabacademy.com/wp-content/uploads/2020/05/demcap-300x42.png

Customer’s needs:  
Quote response within 12 hours  
No delays on quoted leadtimes  
Quantity ordered must also be quantity delivered  
IPC class 2 as a minimum quality level  
Design guides and education  
Speedy response on design and suggestions on design improvements

Write down at least **3 NCAB BENEFITS** you could present based on the customer’s needs.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Correct**

**Incorrect**

1. Question **6** of **6**

**6. Question**

https://ncabacademy.com/wp-content/uploads/2020/06/optcom-300x47.png

**What NEXT STEP could you agree on, based on this conversation?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
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