






PassGuide.CSCP_350,qa

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CSCP Certified Supply Chain Professional

-  Modified few questions, fixed few spelling mistakes and typos.
-  I have correct many of questions answers. If there is any more then update this vce and re-upload.
-  Got this vce from my friend who passed with 98% , each and every stuff in it. I am sharing with you guys.
-  Nicely written Questions with many corrections inside.
-  Passguides made all certification exams very easy.

Exam A

QUESTION 1

What does the "C" in PDCA stand for?

- A. capacity
- B. capital
- C. change
- D. check
- E. collaborate

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

What method is used to justify a strategic project?

- A. making changes to management structure
- B. incorporation of new technology
- C. develop strategic capability
- D. financial discounted cash flow methods

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

Which of the following is one of the five common barriers companies face when implementing a project?

- A. competition
- B. confusion
- C. cash flow
- D. research and development

E. performance

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

answer is verified.

QUESTION 4

All of the following are major factors for describing customer buying patterns EXCEPT:

- A. product volume
- B. order frequency
- C. product mix
- D. transportation mode
- E. product lot size

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

The top 20% of customers often account for what percentage of sales?

- A. 20%
- B. 40%
- C. 60%
- D. 80%
- E. almost 100%

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

Which of the following does research indicate to be true about setting objectives?

- A. most companies set too few
- B. most companies set too many
- C. most companies don't have any objectives
- D. most companies actually set an appropriate number of objectives

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

Which of the following intrinsic product qualities concern the "density" of the product?

- A. weight-to-volume ratio
 - II. value-to-weight ratio
 - III. solid vs. liquid vs. gas state
- B. II
- C. I and II
- D. I and III
- E. II and III
- F. I, II and III

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

Which of these supply chain types correspond to the phrase "source centrally, bought locally"?

- A. customer-centric
- B. functional-centric

- C. product-centric
- D. process-centric

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 9

Which of these supply chain types would copier toner probably be distributed using?

- A. customer-centric
- B. functional-centric
- C. product-centric
- D. process-centric

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

All of the following are situations where a product-centric supply chain would be preferred EXCEPT:

- A. varied customer base with differing requirements
- B. multiple products with differing production technologies
- C. cost-driven business
- D. homogeneous customer base
- E. capital-intensive production technology

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

All of the following are intangible assets EXCEPT:

- A. human capital
- B. information
- C. financial assets
- D. organization capital

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

valid and updated.

QUESTION 12

All of following are benefits of S&OP EXCEPT:

- A. creates a common set of numbers and assumptions
- B. creates a detailed production and purchase plan
- C. adds visibility for both sales and operations
- D. facilitates team building between sales and operations

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

All of the following are typically contributed exclusively by operations during an S&OP meeting EXCEPT:

- A. direct-shipment customers
- B. replenishment policies
- C. supplier sourcing strategy
- D. new product supply chain setup
- E. cost reductions

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

All of the following are contributed by sales during an S&OP meeting EXCEPT:

- A. competitive response time requirements
- B. new product plans and requirements
- C. stocking strategy by echelon
- D. metrics for customer service
- E. market trends

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

All of the following are typically contributed exclusively by operations during an S&OP meeting EXCEPT:

- A. new product plans and requirements
- B. production locations and third party sources
- C. methods for information exchange
- D. capacity constraints and plans for addressing them
- E. alternate paths to end-users

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

Which of the following corresponds to the lead logistics provider?

- A. 3PL
- B. 4PL
- C. LLP
- D. SCOR
- E. TCP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

What does the "P" in 3PL stand for?

- A. package
- B. partner
- C. party
- D. performance
- E. planning

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

Which of the following partnership agreement articles corresponds to "hierarchy of individuals or positions on both sides of the partnership who will resolve issues"?

- A. organization process boundaries
- B. nonexclusive provision
- C. mediation and conflict resolution
- D. intellectual property

E. decision escalation

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

Which of the following partnership agreement articles corresponds to "each partner's rights to trade secrets, trademarks, copyrights, and patents arising from the partnership"?

- A. organization process boundaries
- B. nonexclusive provision
- C. mediation and conflict resolution
- D. intellectual property
- E. decision escalation

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

What type of partnership is it when a company joins forces with another who has complementary, nonoverlapping skills?

- A. complementary
- B. horizontal
- C. vertical
- D. enabling
- E. collaborative

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

All of the following are true of SCOR EXCEPT:

- A. developed by the Supply Chain Council
- B. based on four broad processes: PLAN, SOURCE, MAKE and DELIVER
- C. applies to all industries
- D. incorporates supply chain architectures, performance measures and best practices
- E. consists of 5 levels

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

All of the following are level 1 processes EXCEPT:

- A. source
- B. make
- C. enable
- D. deliver
- E. return

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

What type of partnership results when partners are at different echelons, probably adjoining, of the supply chain?

- A. complementary
- B. composite
- C. horizontal

- D. vertical
- E. reinforcing

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

QS-9000 is a quality standard for which industry?

- A. automotive
- B. grocery
- C. retail
- D. aerospace
- E. pharmaceuticals

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

verified.

QUESTION 25

Which of the following are criteria for a core competency?

- A. provides access to a wide variety of markets
II. contributes to perceived customer benefits
III. is difficult to imitate
- B. II
- C. I and II
- D. I and III
- E. II and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

appropriate answer.

QUESTION 26

Which of the following is a document issued by a carrier, acknowledging that specified goods have been received for transport to a named place of delivery to a designated person?

- A. advance shipping notice
- B. bill of lading
- C. bill of materials
- D. invoice
- E. packing slip

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

Which of the following documents govern all the legal aspects of physical carriage ?

- A. advance shipping notice
- B. bill of lading
- C. bill of materials
- D. invoice
- E. packing slip

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

Which of the following is a document that itemizes in detail the contents of a shipment to a customer but that is not used for governing the shipment's transportation?

- A. advance shipping notice
- B. bill of lading
- C. bill of materials
- D. invoice
- E. packing slip

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

Which of the following documents is sent by a supplier to the customer indicating when an order will be shipped?

- A. advance shipping notice
- B. bill of lading
- C. bill of materials
- D. invoice
- E. packing slip

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 30

Which statement concerning supply chains is most often true?

- A. Most supply chains are designed.
- B. Most supply chains evolve over time through a series of independent decisions.
- C. Most supply chain flows are linked in relatively simple and straight-forward ways.
- D. Most supply chains are replacing information with inventory.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

All of the following are parameters of the EOQ EXCEPT:

- A. demand
- B. ordering cost
- C. order quantity
- D. holding cost
- E. item purchase price

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

Which of the following is not one of the five management processes in the SCOR model?

- A. plan
- B. control
- C. source
- D. make
- E. deliver

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 33

All of the following are management processes in the SCOR model EXCEPT:

- A. plan

- B. source
- C. manage
- D. make
- E. deliver

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 34

Which of the following refers to the flow of products returned for repairs, recycles, or disposal?

- A. forward supply chain
- B. reverse supply chain
- C. repairs supply chain
- D. recycling supply chain
- E. returns supply chain

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

All of the following are basic flows within supply chains EXCEPT:

- A. flow of physical materials and services
- B. flow of cash upstream toward raw material
- C. vertical flow of knowledge between product development partners
- D. reverse flow of products
- E. flow of information back and forth along the chain

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 36

All of the following are examples of services within the supply chain EXCEPT:

- A. warehousing
- B. transportation
- C. janitorial
- D. production
- E. utilities

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 37

Non-communist governments impact supply chains in all of the following ways EXCEPT:

- A. build infrastructure
- B. provide pricing structure for products and services
- C. enforce regulations
- D. levy or forgive taxes
- E. create a business friendly climate or not

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 38

A significant impact on the supply chain can be made by all of the following stake holders EXCEPT:

- A. government
- B. universities
- C. trade associations
- D. competitors
- E. consumers

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 39

All of the following flow through the reverse supply chain EXCEPT:

- A. remanufactured goods
- B. obsolete goods
- C. information flows
- D. cash or credits
- E. components for replacement or repair

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 40

Which of the following organizations developed the Supply-Chain Operations Reference (SCOR) model?

- A. Association for Operations Management ()
- B. Global Supply Chain Forum (GSCF)
- C. Supply Chain Council (SCC)
- D. Institute of Supply Management (ISM)
- E. Council of Supply Chain Management Professional (CSCMP)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 41

All of the following are characteristics of functional products EXCEPT:

- A. relatively low contribution margins
- B. stable demand
- C. very few stockouts
- D. end-of-season markdowns
- E. little variety

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 42

Which of the following is true about a periodic review policy?

- A. fixed quantity at fixed intervals
- B. fixed quantity at variable intervals
- C. variable quantities at fixed intervals
- D. variable quantities at variable intervals

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

valid.

QUESTION 43

Which replenishment policy tends to have the greatest safety stock?

- A. just-in-time policy
- B. continuous review policy
- C. periodic review policy
- D. risk pooling policy

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 44

What is missing from the economic order quantity formula?

- A. purchase price per item
- B. quantity discount
- C. demand per period
- D. order quantity
- E. inspection costs per order

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 45

All of the following are reasons why inventory is subject to shrinkage EXCEPT:

- A. theft
- B. deterioration
- C. rework
- D. scrap
- E. evaporation

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 46

All of the following are components of ordering cost EXCEPT:

- A. clerical work of preparing and releasing orders
- B. taxes and insurance
- C. receiving orders
- D. incoming inspections
- E. physical handling of goods

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 47

All of the following are components of holding cost EXCEPT:

- A. cost of capital invested
- B. clerical work of receiving orders
- C. obsolescence
- D. taxes and insurance
- E. spoilage

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 48

All of the following are components of stockout costs EXCEPT:

- A. lost sales
- B. backorder costs
- C. expediting
- D. additional production and purchasing costs
- E. backlog cost

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 49

What action has members of supply chains historically taken to protect themselves against variability in supply and demand?

- A. improving quality
- B. holding inventory
- C. sharing information
- D. shortening lead times
- E. decreasing costs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 50

What action has typically been taken over the last decade or so by members of supply chains to decrease variability in supply and demand?

- A. improving quality
- B. holding inventory
- C. sharing information
- D. shortening lead times
- E. decreasing costs

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 51

What initiative has members of supply chains taken recently to decrease variability in supply and demand?

- A. improving quality
- B. holding inventory
- C. sharing information
- D. shortening lead times
- E. decreasing costs

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 52

What does the "P" in CPFR stand for?

- A. package
- B. partnership
- C. performance
- D. planning
- E. process

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 53

What does the "R" in CPFR stand for?

- A. rapid
- B. reengineering
- C. replenishment
- D. research
- E. risk

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 54

What does the "C" in CPFR stand for?

- A. capacity
- B. collaborative
- C. cross-functional
- D. customer
- E. cooperative

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 55

What does the "F" in CPFR stand for?

- A. forecasting
- B. freight
- C. fulfillment
- D. functional
- E. fuzzy

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 56

All of the following processes are excluded from SCOR v.7.0 EXCEPT:

- A. sales and marketing
- B. research and technology development
- C. product development
- D. product transactions
- E. information technology

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 57

SCOR applies to all of the following activities EXCEPT:

- A. all customer interactions from order entry through paid invoice
- B. all product transactions
- C. all market interactions from understanding aggregate demand through order fulfillment
- D. sales and marketing (defined as demand generation)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 58

Supply chains and supply chain processes exist in which of the following organizations?

- A. for-profit organizations
 - II. non-profit organizations
 - III. charitable organizations
- B. I
- C. II
- D. I and II
- E. I and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 59

Supply chains and supply chain processes exist in which of the following organizations?

- A. for-profit organizations
 - II. military organizations
 - III. charitable organizations
- B. I
- C. II
- D. I and II
- E. I and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 60

Supply chains and supply chain processes exist in which of the following organizations?

- A. for-profit organizations
 - II. governmental organizations

- III. military organizations
- B. I
- C. II
- D. I and II
- E. I and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 61

Which of the following is a type of value that supply chains can and must create?

- A. financial value
 - II. customer value
 - III. social value
- B. I
- C. II
- D. I and II
- E. II and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 62

Which of the following planning systems deal exclusively with independent demand items?

- A. DRP
 - II. MPS
 - III. MRP
- B. I

- C. II
- D. III
- E. I and II
- F. II and III

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 63

Which of the following planning systems examine both independent and dependent demand items:

- A. DRP
 - II. MPS
 - III. MRP
- B. I
- C. II C. III
- D. I and II
- E. II and III

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 64

What other term is sometimes substituted for "Check" of the PDCA?

- A. analyze
- B. control
- C. change
- D. document
- E. study

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 65

Which of the following best corresponds to the definition of throughput time?

- A. Throughput time is the time between completion of two discrete units of production.
- B. Throughput time is the length of time from when materials enter a production facility until it exits.
- C. Throughput time is the time from when raw materials are paid for to the time payment of finished goods is received.
- D. Throughput time is the time from receipt of a customer's order to the delivery of the product.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 66

Which of the following are components of a perfect order?

- A. right quantity
II. right place
III. right price
- B. I
- C. II
- D. I and II
- E. I and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 67

Which of the following are components of a perfect order?

- A. right product
II. right time
III. right quantity
- B. I
- C. II
- D. I and II
- E. I and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Article 1: what is the right supply chain management product for u

QUESTION 68

Which statement concerning physical cost and mediation costs is most often true?

- A. The physical and market mediation costs are approximately the same for supply chains, independent of whether the chain supports innovative or functional products.
- B. The physical cost exceeds the market mediation costs for the supply chain of a functional product.
- C. The market mediation costs exceed the physical costs for the supply chain of a functional product.
- D. Neither cost is taken into consideration when designing and managing a supply chain. Product?

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 69

All of the following are characteristics of functional products EXCEPT:

- A. product life cycle is greater than 2 years

- B. the contribution margin is between 5 and 20%
- C. it has only 10 to 20 products in each product category
- D. its average stock out rate is between 10 and 40 %

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 70

Which of the following is a characteristic of a market responsive supply chain?

- A. maintains high utilization rate with regards to manufacturing
- B. suppliers are selected primarily to reduce cost
- C. its product design strategy utilizes modular design to allow for postponement of differentiation in products
- D. meets predictable demand efficiently at the lowest possible cost

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

answer is verified.

QUESTION 71

All of the following are examples of functional products that have become innovative products over time EXCEPT:

- A. Colgate toothpaste
- B. Ben & Jerry's ice cream
- C. Starbucks Coffee
- D. Mrs. Field's cookies

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 72

In a recent study of the U.S. food industry it was estimated that _____ was/were wasting \$30 billion annually.

- A. upper management
- B. logistic operations
- C. poor partner coordination
- D. price wars between companies

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 73

Out of the following, which of these would most likely be the first step in devising an effective supply chain strategy?

- A. analyze the demand for the company's product
- B. introduce new products
- C. decrease product prices
- D. analyze competitors' products

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 74

What distinct function/s does a supply chain perform?

- A. market mediation
 - II. indirect
 - III. physical
- B. I
- C. II
- D. II and III

- E. I and III
- F. I, II, and III

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 75

Which of the following is true regarding functional products?

- A. Functional products have unstable & unpredictable demand, and high profit margins.
- B. Functional products satisfy basic needs, have stable & predictable demand, and long lifecycles.
- C. Functional products have unstable & unpredictable demand, and low profit margins.
- D. Functional products satisfy basic needs, have unstable and unpredictable demand, and longlife cycles.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 76

Which of the following is NOT a coordinated strategy to manage uncertainty of demand?

- A. continue to strive to reduce uncertainty
- B. avoid uncertainty by cutting lead times
- C. decrease supply chain flexibility
- D. hedge against uncertainty with buffers of inventory

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 77

What are the main functions of the supply chain?

- A. Physical Function
II. Marketing Function
III. Market Mediation Function
- B. I only
- C. II only
- D. III only
- E. I & III
- F. I, II, & III

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 78

Match the product type (functional and innovative. and the supply chain type (efficient and responsive).

- A. Functional-Responsive, Innovative-Responsive
- B. Functional-Responsive, Innovative-Efficient
- C. Functional-Efficient, Innovative-Responsive
- D. Functional-Efficient, Innovative-Efficient

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 79

All of the following are part of a physically efficient supply chain EXCEPT:

- A. manufacturing focus is maintain high average utilization rate
- B. select suppliers primarily for cost and quality
- C. high number of inventory turns

- D. supply predictable demand efficiently
- E. aggressively reduce lead-times Product?

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 80

What has caused dysfunctional industry practices that have caused supply chain costs to rise?

- A. price promotion
- B. new technology implementations
- C. mass customization
- D. ISO standards

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 81

All of the following are reasons why companies introduce innovation to traditionally functional product categories EXCEPT:

- A. increase in the number of competitors
- B. increase in the rate of new product introductions in the market
- C. a move towards cost reduction practices in industry
- D. increase in the efforts of current competitors to protect or increase their profit margins

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 82

For functional products, what is the average margin of error in the forecast at the time production is committed?

- A. 5%
- B. 40%
- C. 15%
- D. 10%
- E. None of the above

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 83

What practice corresponds to stocking up in response to a product price cut?

- A. demand lumping
- B. forward buying
- C. sell-through
- D. turn-and-earn
- E. none of the above

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 84

What is the primary purpose of a market-responsive supply chain?

- A. supply predictable demand efficiently at the lowest possible cost
- B. shorten lead times as long as it doesn't increase cost
- C. respond quickly to unpredictable demand
- D. maintain high average utilization rate

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 85

Which of the following is a major reason why the cost of supply chains have risen to unprecedented levels?

- A. adversarial relations between supply chain partners
- B. mass-customization
- C. lean principles have not been effectively applied
- D. lack of technology
- E. b and c are correct

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 86

What is the first step in devising an effective supply chain strategy ?

- A. analyze the product life cycle
- B. consider the nature of demand for products
- C. make demand predictable
- D. increase product variety
- E. decrease market standard for lead time

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 87

Which of the following is most likely a root cause of problems plaguing many supply chains?

- A. high number of suppliers
- B. product life cycle
- C. demand unpredictability
- D. mismatch between type of product and the type of supply chain

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 88

What is/are the distinct types of supply chain functions?

- A. physical function
II. demand predictability function
III. market mediation function
- B. I
- C. II
- D. I & III
- E. II & III
- F. I, II & III

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 89

All of the following are primary purposes of a market responsive supply chain process EXCEPT:

- A. respond quickly to unpredictable demand
- B. minimize stockout
- C. maintain high average utilization rate
- D. minimize forced markdowns

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 90

Innovative products have all of the following characteristics EXCEPT:

- A. unpredictable demand
- B. product life cycle of 3 months to 1 year
- C. high product variety
- D. average stock-out rates of 1% to 2%
- E. 1 day to 2 weeks lead time required for made- to-order products

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 91

Functional products have all of the following characteristics EXCEPT:

- A. predictable demand
- B. product life cycle of more than 2 years
- C. average forced end-of-season markdown of 10% to 25% of full price
- D. low product variety
- E. average stockout rates of 1% to 2%

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 92

Which of the following are correct matches of supply chain types with product types?

- A. I & IV
- B. II & III
- C. I, II, & IV
- D. I, II, III, & IV

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 93

Physically efficient supply chains have all of the following characteristics EXCEPT:

- A. supply predictable demand efficiently at the lowest possible cost
- B. suppliers are selected primarily for speed, flexibility, and quality
- C. generate high turns and minimize inventory
- D. maintain high average utilization rate
- E. maximize performance and minimize cost

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 94

Market responsive supply chains have all of the following characteristics EXCEPT:

- A. suppliers selected primarily for speed, flexibility, and quality
- B. deploy excess buffer capacity
- C. shorten lead time as long as it doesn't increase cost
- D. respond quickly to unpredictable demand in order to minimize stockout, forced markdowns, and obsolete inventory
- E. use modular design in order to postpone product differentiation for as long as possible

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

answer is updated.

QUESTION 95

All of the following are characteristics of functional products EXCEPT:

- A. stable demand
- B. predictable demand
- C. 10% to 25% forced end-of-season markdown
- D. long product life cycles
- E. lower profit margins

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 96

All of the following are characteristics of innovative products EXCEPT:

- A. higher profit margins
- B. demand is stable
- C. life cycle is short
- D. demand is unpredictable
- E. product variety is high

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 97

All of the following are important aspects to consider when evaluating the nature of demand for products EXCEPT:

- A. product life cycle
- B. demand predictability
- C. product variety
- D. production requirements
- E. market standards for lead times

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 98

All of the following are characteristics of functional products EXCEPT:

- A. stable demand
- B. long life cycles
- C. higher profit margins
- D. demand is predictable
- E. product variety is low

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 99

All of the following are typical of functional products EXCEPT:

- A. product life cycle is more than 2 years
- B. contribution margins of 5% to 20%
- C. product variety is high
- D. 10% average margin of error in the forecast
- E. 1% to 2% average stockout rate

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 100

For innovative products, what is the typical average margin of forecast error at the time production is committed?

- A. 1%
- B. 10%
- C. 25%
- D. 40% to 100%
- E. 200%

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 101

For functional products, what is the typical average margin of forecast error at the time production is committed?

- A. 1%
- B. 10%
- C. 25%
- D. 40% to 100%
- E. 200%

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 102

For innovative products, what is the typical average forced end-of-season markdown as percentage of full price?

- A. less than 1%
- B. 5%
- C. 10% to 25%
- D. 25% to 50%
- E. greater than 50%

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 103

For functional products, what is the typical average forced end-of-season markdown as percentage of full price?

- A. less than 1%
- B. 5%
- C. 10% to 25%
- D. 25% to 50%
- E. greater than 50%

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 104

What two distinct types of functions does supply chains perform?

- A. physical and market mediation
- B. physical and logistics
- C. logistics and market mediation
- D. purchasing and market mediation

E. purchasing and logistics

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 105

All of the following are typical of innovative products EXCEPT:

- A. 3 month to 1 year product life cycles
- B. contribution margins of 5% to 20%
- C. high product variety
- D. 10% to 40% average stockout
- E. 10% to 25% average forced end-of-season markdowns

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Article .. What every one needs to know abt SCM ?

QUESTION 106

The _____ nature of supply chain management demands _____ support before companies can create a world-class supply chain.

- A. cross-functional, functional
- B. functional, cross-functional
- C. unstable, stable
- D. stable, unstable

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 107

While everyone in the same organization works in the _____, not everyone within the organization works in the _____.

- A. value chain, supply chain
- B. supply chain, value chain
- C. supply chain, supply room
- D. value chain, supply room

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 108

All of the following are broad objectives of effective supply chain management EXCEPT:

- A. management of risk
- B. management of relationships
- C. management of trade-offs
- D. management of inventory

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 109

All of the following are one of the Four Pillars of Supply Chain Excellence EXCEPT:

- A. human resources
- B. organizational design
- C. organizational measurement
- D. inventory management
- E. information technology

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 110

All of the following are non-supply groups that support supply chain activities EXCEPT:

- A. engineering
- B. marketing
- C. human resources
- D. operations
- E. information technology

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 111

Which of the following reasons for viewing supply chains as a set of systematic processes is typically considered to be the most important?

- A. processes usually move across functional boundaries
- B. a well-defined and communicated process provides everybody with a standardized workflow and eliminates the need to reinvent procedures every time the company develops a product, fulfills an order, or evaluates a supplier
- C. having a systematic process makes it easier to incorporate best practices and knowledge
- D. with formal and defined processes, a company can document and measure them, which facilitates supply chain improvements
- E. viewing the supply chain in terms of a globally aligned set of processes makes it possible to implement consistency across geographic units

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 112

All of the following are parts of the physical distribution activities, EXCEPT:

- A. outbound logistics
- B. inbound logistics
- C. customer service
- D. marketing and sales

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 113

In terms of segmenting supply chain relationships and approaches in effective management of supply chain relationships, strategic items which include goods and services that consume a large portion of total purchase dollars require _____value, and _____ qualified suppliers in order to achieve the best results.

- A. high; many
- B. high; few
- C. low; many
- D. low; few

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 114

Which of the following pillars of supply chain excellence refers to the process of assessing and selecting the structure and formal system of communication, division of labor, coordination, control, authority, and responsibility required to achieve company and supply chain-wide goals and objectives?

- A. human resources
- B. information technology
- C. organizational measurement

D. organizational design

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 115

All of the following are cost effective ways to mitigate or minimize risk, EXCEPT:

- A. quality certification
- B. multiple suppliers
- C. supplier development
- D. information sharing
- E. improved forecasting

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

answer is corrected.

QUESTION 116

How do supply chain professionals create value for goods with a lower total value and a limited supply market?

- A. relying on competitive bidding
- B. short term contracting
- C. blanket purchase orders
- D. reducing the transaction cost of the purchase
- E. collaborative efforts

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 117

All of the following are pillars of supply chain excellence, EXCEPT:

- A. human resources
- B. marketing information system
- C. organizational design
- D. information technology
- E. organizational measurement

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 118

Which of the following are ways to manage risk?

- A. Hold Safety Stock
 - II. Improved Forecasting
 - III. Use Multiple Suppliers
- B. I only
- C. I & II
- D. II & III
- E. I & III
- F. I, II & III

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 119

Which type of relationship below between a manufacturer and their suppliers is a win/win situation?

- A. price-driven relationship

- B. competitive relationship
- C. collaborative relationship
- D. transactional relationship

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 120

All of the following are pillars of supply chain excellence, EXCEPT:

- A. human resources
- B. organizational design
- C. information technology
- D. financial performance
- E. organizational measurement

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 121

Of the following common supply chain management trade-offs, which most appropriately addresses decisions concerning aggregating materials movement?

- A. Lot-Size & Inventory
- B. Inventory & Transportation Cost
- C. Lead-Time & Transportation Cost
- D. Product Variety & Inventory
- E. Cost & Customer Service

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 122

What trade-off most effects forecasting complexity?

- A. Lead Time & Transportation Cost
- B. Product Variety & Inventory
- C. Inventory & Transportation Cost
- D. Cost & Customer Service
- E. Lot Size & Inventory

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 123

What type of item would be of high value to a company and the company would benefit from a collaborative relationship?

- A. leverage items
- B. market items
- C. transaction items
- D. strategic items

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Article --- The Eight Essential Supply chain management processes

QUESTION 124

What process provides the structure for how relationships with customers are developed and maintained?

- A. customer relationship management

- B. customer service management
- C. supplier relationship management
- D. customer channel management

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 125

What system uses point of sale and key customer data to reduce uncertainty and provide efficient flows through the supply chain?

- A. demand management
- B. supply management
- C. CRM
- D. SRM

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

answer is verified.

QUESTION 126

What process includes all activities necessary to obtain, implement, and manage manufacturing flexibility in the supply chain and to move products through the plant?

- A. demand management
- B. manufacturing flow management
- C. product development and commercialization
- D. supplier relationship management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 127

All of the following are business functions EXCEPT?

- A. Marketing and Sales
- B. Research and Development
- C. Production
- D. Customer Service Management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 128

All of the following are business processes EXCEPT?

- A. demand management
- B. returns management
- C. order fulfillment
- D. purchasing

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 129

Which of the following focuses on identifying key customers and developing relationships with those customers?

- A. SRM
- B. CRM
- C. ERP
- D. FTL

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 130

To what point in the supply chain does most executives tend to focus their efforts on when managing their supply chain?

- A. point of supply
- B. point of manufacturing
- C. point of consumption
- D. point of purchase

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 131

For each supplier and customer, what is the ultimate measure of success in the CRM and SRM processes?

- A. CSL
- B. profitability
- C. lead time
- D. order fulfillment

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 132

Why do most executives struggle at managing the supply chain?

- A. not enough resources are allocated

- B. SCM is a low priority for most executives
- C. supply chain business processes and the linkages are not fully understood
- D. there is not enough labor to move product through the supply chain

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 133

Who should maintain overall managerial control over both the SRM and CRM processes?

- A. CEO
- B. account manager
- C. SRM and CRM team members
- D. IT department

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 134

Customer Relationship Management (CRM) provides all of the following EXCEPT:

- A. structure how relationships with customers are developed and maintained
- B. represent the company's face to the customer
- C. increase customer loyalty
- D. segment customers based on their value over time

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 135

Which of the following two provides the critical linkages throughout the supply chain?

- A. demand management & order fulfillment
- B. supplier relationship management & customer service management
- C. manufacturing flow management & product development & commercialization
- D. customer relationship management & supplier relationship management
- E. customer relationship management & returns management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 136

All of the following are key supply chain management processes identified by the Global Supply Chain Forum EXCEPT:

- A. Customer Relationship Management
- B. Information Systems Support
- C. Order Fulfillment
- D. Product Development and Commercialization

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 137

What two of the eight processes provide the linkages required to facilitate integration among supply chain members to coordinate the other six processes?

- A. demand management and order fulfillment
- B. customer service management and customer relationship management
- C. supplier relationship management and customer relationship management
- D. order fulfillment and manufacturing flow management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 138

What should customer requirements be balanced with from a demand management perspective?

- A. supply chain capabilities
- B. order quantities
- C. product mix
- D. customer support

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 139

Returns management involves all of the following, EXCEPT:

- A. return avoidance
- B. reverse logistics
- C. "gatekeeping"
- D. proactively matching supply with demand
- E. returns

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 140

Which of the following pairs of supply chain management processes provide the linkages required to facilitate the integration of the supply chain?

- A. Customer Relationship Management and Customer Service Management
- B. Demand Management and Manufacturing Flow Management
- C. Demand Management and Order Fulfillment
- D. Customer Relationship Management and Supplier Relationship Management
- E. Supplier Relationship Management and Customer Service Management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 141

Which of the following supply chain management processes is responsible for balancing customer requirements with supply chain capabilities?

- A. Order Fulfillment
- B. Demand Management
- C. Manufacturing Flow Management
- D. Product Development and Commercialization
- E. Returns Management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 142

Which of the following supply chain management processes deals with flexibility and variability to achieve supply chain synchronization?

- A. Manufacturing Flow Management
- B. Returns Management
- C. Order Fulfillment
- D. Demand Management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 143

Which of the following supply chain management processes includes activities necessary to define customer requirements and to enhance a firm's ability to meet customer requests while minimizing the total delivered cost?

- A. Order Fulfillment
- B. Customer Relationship Management
- C. Customer Service Management
- D. Product Design and Commercialization

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 144

Avoidance is part of which of the following supply chain management processes?

- A. Demand Management
- B. Order Fulfillment
- C. Manufacturing Flow Management
- D. Returns Management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 145

All of the following are part of the eight Supply Chain Management Processes suggested by The Global Supply Chain Forum EXCEPT:

- A. Customer Relationship Management (CRM)

- B. Suppliers Relationship Management (SRM)
- C. Human Resource Management (HRM)
- D. Product Development and Commercialization
- E. Returns Management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 146

Which of these SCM processes are critical linkages?

- A. Customer Relationship Management (CRM)
- B. Demand Management
- C. Supplier Relationship Management (SRM)
- D. I and II
- E. I and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 147

In the customer relationship management process, what input is provided by the production function?

- A. manufacturing capabilities
- B. material specifications
- C. remanufacturing
- D. production planning
- E. integrated planning

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 148

Which statement best corresponds to Customer Relationship Management?

- A. company's face to the customer
- B. balance customer requirements with supply chain capabilities
- C. structure for how relationships with customers are developed and maintained
- D. structure for working with customers and suppliers to develop products and bring them to market

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 149

In the Customer Relationship Management process, what is the functional input from Finance?

- A. distribution cost
- B. manufacturing cost
- C. cost to serve
- D. customer profitability

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 150

Why are profitability reports that capture all of the costs and revenue implications of a relationship important to an organization?

- A. it allows the company to see who is getting the largest amount of profit
- B. it tracks supply chain process improvements over time

- C. it ensures that management is not reporting false numbers
- D. profitability reports do not have to capture both costs and revenues

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 151

Which of the following correspond to the process that provides the structure for working with customers and suppliers to develop products and bring them to the market?

- A. demand management
- B. order fulfillment
- C. CRM
- D. SRM
- E. product development and commercialization

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 152

In the Customer Relationship Management arena, what does PSA stand for?

- A. Professional Services Association
- B. Products and Services Agreements
- C. Production Services Associates
- D. Pricing Sales Agreement

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Article a Tax Aligned approach to SCM

QUESTION 153

What are the key supply chain activities that present the greatest opportunity for reducing cost by including tax planning in supply chain initiatives?

- A. procurement & supply chain technology
- B. R&D and manufacturing
- C. product life cycle management & logistics
- D. A&C
- E. A&B

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 154

Which formula is used to calculate a company's global effective tax rate?

- A. worldwide pretax net income divided by worldwide provision for income taxes
- B. worldwide provision for income taxes divided by worldwide pretax net income
- C. total tax obligation for the period divided by worldwide pretax net income
- D. worldwide post tax net income multiplied by average national tax rate

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 155

Which of the following circumstances should trigger a company to consider tax implications from a supply chain perspective?

- A. multi-national supply chain operations
 - II. pursuing aggressive cost-reduction goals
 - III. merger, acquisition or restructuring

- B. II
- C. I and II
- D. II and III
- E. I and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 156

In order to form a "procurement company" what variable or variables must be isolated to specific entities within its corporate group?

- A. functions they perform
- B. risks they take
- C. income
- D. assets they own or have developed
- E. all of the above

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 157

What is the name of a centralized legal entity established by a global company to act as the commercial center for a geographic region?

- A. regional distribution center
- B. tax shelter
- C. keiretsu
- D. hubco

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

answer is modified.

QUESTION 158

All of the following are steps that companies can take to implement their supply chain systems in a tax- efficient way EXCEPT:

- A. structure their hardware and software purchases in tax-efficient manner
- B. consider tax implications when choosing entity and location
- C. understand which GAAP to avoid
- D. identify elements of an implementation that are innovative

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 159

When tax planning is performed independently from supply chain planning, what does tax planning often tend to take into consideration?

- A. how planned supply chain initiatives reduce operating costs
- B. historic levels of income and expense within a company
- C. if supply chain initiatives will create additional tax burdens
- D. will operating costs be impacted

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 160

Which of the following best corresponds to PLM?

- A. control and management of product data
- B. productive lean measurement

- C. product evolution from raw material to disposal
- D. productive life-cycle maintenance

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 161

In reference to optimizing manufacturing and distribution networks, what purpose does a Hubco serve?

- A. PLM based agency for tax jurisdiction benefit
- B. central cross-docking distribution and cross-docking hub
- C. procurement center
- D. centralized legal entity for creating tax benefit

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 162

When are discrete operating units or so called procurement companies particularly beneficial for global-procurement initiatives?

- A. communication between trading partners is difficult
- B. transactions cross borders
- C. centralized procurement initiatives focus on consolidation of the supplier base
- D. companies competitively bid against multiple suppliers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 163

Which of the following are advantages of a centralized procurement organization?

- A. creates tax reduction opportunities
 - II. can optimize staffing and systems costs
 - III. should result in increased buying power
- B. I
- C. II
- D. III
- E. II & III
- F. I & II & III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Article : Capacity Planning : The Antidote to Supply chain constraints Empty Article: supply chain vs supply chain

QUESTION 164

What is the nature of competition and the supply network?

- A. Competing as Supply Chain vs. Supply Chain
 - II. Competing on Supply Network Capabilities
 - III. Competing on Supply Network Capabilities Led by a Channel Master
- B. I & II
- C. I & III
- D. II & III
- E. I, II, & III

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 165

Which statement best describes competing on supply network capabilities led by a channel master?

- A. The nature of competition will center on the single, most powerful company of a supply network, which will determine the terms of trade across the entire supply network.
- B. The nature of competition will center on the most powerful product within a company's supply chain.
- C. The nature of competition is determined by one person within the company, who decides how to compete, with what products, and in what industry.
- D. There is no such thing as a channel master.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 166

Realistically, how many tiers upstream and downstream can data be utilized effectively?

- A. 1
- B. 2
- C. 3
- D. 5
- E. Data is not difficult to use across the entire supply chain.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 167

Which statement best defines "competing on supply network capabilities"?

- A. The nature of competition will center on the single, most powerful company of a supply network, which will determine the terms of trade across the entire supply network.
- B. The nature of competition will be between individual companies competing on their internal supply network capabilities.
- C. The nature of competition will be shared among the capabilities of the supply network, making use of collaboration.
- D. None of the above.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 168

Which of the following is a situation where a supply chain competes against another supply chain?

- A. suppliers that are also competitors
- B. PC manufacturers like Dell and Compaq
- C. Airbus and Boeing
- D. Poultry vs. Poultry e.g. Perdue Farms and Tyson Foods
- E. U.S. automotive industry

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 169

All of the following are examples of collaborative initiatives, EXCEPT:

- A. JIT
- B. consignment
- C. VMI
- D. CPFR
- E. joint product development programs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 170

Which of the following is a good example of a completely disconnected supply networks?

- A. Perdue Farms vs. Tyson Foods
- B. Compaq vs. HP
- C. Airbus vs. Boeing
- D. PC vs. Mac

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 171

What are some compelling advantages of integrating capabilities?

- A. The benefits of one-to-one or next-tier coordination are quantifiable.
- B. Successful one-to-one relationships add value.
- C. Data and information sharing is more immediate and useful.
- D. A & B
- E. A, B, & C

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Module 1: supply chain management fundamentals

QUESTION 172

What is the Japanese term for continuous improvement?

- A. keiretsu
- B. kaizen
- C. hoshin
- D. heijunka
- E. jidoka

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 173

All of the following are characteristics of continuous improvement EXCEPT:

- A. making revolutionary steps towards perfection
- B. meeting customer needs
- C. constantly analyzing and improving business processes
- D. involving employees in change initiatives

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 174

Which U.S. quality expert originally helped Japanese firms apply total quality principles after WWII?

- A. Philip Crosby
- B. Edwards Deming
- C. Joseph Juran
- D. Michael Porter

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 175

All of the following are reasons for adopting a continuous process improvement approach to supply chain management EXCEPT:

- A. SCM is process-oriented.

- B. Supply chains are dynamic.
- C. Supply chains support functional products.
- D. Supply chains evolve.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 176

All of the following are broad types of benchmarking EXCEPT:

- A. competitive benchmarking
- B. best-in-class benchmarking
- C. personal benchmarking
- D. process benchmarking

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 177

All of the following are key lean concepts EXCEPT:

- A. banish waste and strive for perfection
- B. eliminate inventories
- C. orderly, safe workplace
- D. empowered teams
- E. no more than 3.4 defects per million opportunities

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 178

All of the following are key just-in-time concepts EXCEPT:

- A. total quality management
- B. plant maintenance
- C. vendor scheduling
- D. orderly, safe workplace
- E. move from work order to continuous flow

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 179

All of the following are key six sigma concepts EXCEPT:

- A. defects defined by customers
- B. move from work orders to continuous flow
- C. no more than 3.4 defects per million opportunities
- D. train at all levels
- E. keep process variability within six sigma of target value

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 180

All of the following are used to signal in a JIT environment that more work is needed by the next work station EXCEPT:

- A. light
- B. empty bin
- C. empty space on floor

- D. master schedule
- E. card

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

answer is valid.

QUESTION 181

What is takt time for widgets if customer demand is 900, available production time is 450 minutes, utilization is 90% and efficiency is 120%?

- A. 0.5 seconds
- B. 30 seconds
- C. 32.4 seconds
- D. 36 seconds
- E. 120 seconds

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 182

Which of the following brings together stakeholders of a relatively small process to substantially improve it?

- A. kaizen blitz
- B. keiretsu
- C. hoshin event
- D. CPFR
- E. quick response program

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 183

Which measure is used during the synchronization of a system?

- A. efficiency
- B. effectiveness
- C. takt time
- D. throughput time
- E. utilization

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 184

JIT uses what method to move items through the system?

- A. push
- B. pull
- C. backward scheduling
- D. forward scheduling
- E. available to promise

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 185

Which of the following is waste?

- A. storage
- II. inspections
- III. queues

- B. I
- C. I and II
- D. I and III
- E. III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 186

Which product category is required by U.S. regulations to document the "chain of custody" or create a pedigree?

- A. shoes
- B. drugs
- C. automobiles
- D. food & beverages
- E. toys

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 187

All of the following are benefits to businesses of instituting C-TPAT security guidelines EXCEPT:

- A. fewer inspections for reduced border time
- B. an assigned customs account manager
- C. use of C-TPAT certified providers required
- D. eligibility for account-based processes
- E. emphasis on self-policing rather than customs verification

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 188

To participate in C-TPAT, companies must agree to do all of the following EXCEPT:

- A. submit a supply chain security profile questionnaire
- B. develop and implement a program to enhance supply chain security
- C. communicate C-TPAT guidelines to supply chain partners
- D. assess the firm's own supply chain security
- E. companies don't have an option since participation by businesses is mandatory

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 189

Which of the following is a joint U.S. government and business endeavor to increase the security of supply chains and the U.S. borders?

- A. C-TPAT
- B. GRI
- C. Safe Harbor Agreement
- D. Data Protection Act
- E. SOX

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 190

What does the second T in C-TPAT stand for?

- A. tariff
- B. terrorism
- C. time
- D. trade
- E. trade-off

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 191

Which attribute refers to the supply chain's ability to respond to unplanned orders in larger or smaller amounts than expected or earlier than expected?

- A. reliability
- B. responsiveness
- C. flexibility
- D. costs
- E. asset management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 192

Which attribute refers to the amount of time required to complete a delivery?

- A. reliability
- B. responsiveness
- C. flexibility
- D. costs
- E. asset management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 193

Which attribute is defined as the percentage of orders that are filled perfectly?

- A. reliability
- B. responsiveness
- C. flexibility
- D. costs
- E. asset management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 194

Which SCOR performance attribute corresponds to the speed at which a supply chain provides products to the customer?

- A. supply chain reliability
- B. supply chain responsiveness
- C. supply chain flexibility
- D. supply chain costs
- E. supply chain asset management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 195

All of the following are advantages of the SCOR model EXCEPT:

- A. measures cross-functional, cross company supply chain processes
- B. formulas to calculate numerical values exist
- C. metrics can be used to benchmark against industry-best or best-in-class performance
- D. incorporates a balance scorecard perspective
- E. developed and refined by major firms

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 196

What "cost" includes all those related expenses that must be added to the purchase price of materials to make a fair comparison among similar components made in different locations?

- A. supply chain costs
- B. full price
- C. landed price
- D. saturated price
- E. transport price

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 197

All of the following would typically be included in the "landed cost" EXCEPT:

- A. purchase price
- B. duties and taxes
- C. insurance
- D. special packaging cost

E. incoming inspection

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 198

How many broad perspectives does the balanced scorecard provide?

- A. 2
- B. 4
- C. 8
- D. 16
- E. 25

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 199

Which of the following formulas calculates "Perfect Order Fulfillment"?

- A. total number of orders divided by total perfect orders
- B. total perfect orders divided by total number of orders
- C. order fulfillment process time divided by order fulfillment dwell time
- D. order fulfillment dwell time divided by order fulfillment process time
- E. total perfect orders divided by order fulfillment process time

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 200

With respect to a perfect order, which of the following are true?

- A. The product is considered perfect if the product ordered is the product provided II. A quantity is considered perfect if the product ordered is provided in the ordered quantity III. A delivery is considered perfect if the location and delivery time ordered are met upon receipt
- B. I
- C. II
- D. I and II
- E. II and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 201

With respect to a perfect order, which of the following are true?

- A. A customer is considered perfect if the product is delivered to the specified entity II. Documentation supporting the order is considered perfect if it is all accurate, complete, and on-time III. A quantity is considered perfect if the product ordered is provided in the ordered quantity
- B. I
- C. II
- D. III
- E. II and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 202

Upside supply chain flexibility is defined as the number of days required to achieve an unplanned sustainable _____ percent increase in quantities delivered.

- A. 10
- B. 20
- C. 50
- D. 100
- E. 200

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 203

Which of the following is defined as the time it takes for an investment made to flow back into a company after it has been spent for raw materials?

- A. average actual cycle time
- B. order fulfillment cycle time
- C. cost of goods sold
- D. cash-to-cash cycle time
- E. return on supply chain fixed assets

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 204

What is the return on fixed assets if the supply revenue is \$10,000,000, cost of goods sold is \$8,000,000, supply chain management costs are \$1,000,000 and supply chain fixed assets cost in \$5,000,000?

- A. 20%
- B. 40%
- C. 67.7%
- D. 100%
- E. 200%

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 205

All of the following are used to calculate the Return on Supply Chain Fixed Assets EXCEPT:

- A. supply chain revenue
- B. days of payables outstanding
- C. cost of goods sold
- D. supply chain management costs
- E. supply chain fixed assets

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 206

What is the Cash-to-Cash Cycle Time if a supply chain has 50 days of supply, 30 days of sales outstanding, and 35 days of payables?

- A. 30 days
- B. 40 days
- C. 45 days
- D. 50 days
- E. 80 days

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 207

All of the following are used to calculate the cost of goods sold EXCEPT:

- A. direct material
- B. direct labor
- C. contribution margin
- D. overhead

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

answer is updated.

QUESTION 208

What should be the primary driver of supply chain decisions?

- A. aligning with the strategies of a channel master
- B. serving the end-user customer
- C. serving the needs of the nucleus firm
- D. serving your own needs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 209

All of the following are significant changes required in supply chain processes to build a demand- driven enterprise EXCEPT:

- A. agility
- B. access to real demand data (visibility)
- C. trust and collaboration among supply chain partners
- D. creation of independent monthly forecasts for each supply chain partner

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 210

All of the following are appropriate supply chain strategies for functional products EXCEPT:

- A. high average utilization rate in manufacturing
- B. minimal inventory with high inventory turns
- C. short lead time (consistent with low cost)
- D. suppliers chosen for cost and quality
- E. modular design that postpones differentiation as long as possible

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 211

White gym socks are what type of item?

- A. staples
- B. seasonal
- C. fashion
- D. innovative
- E. none of the above

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 212

All of the following are predictable obstacles to building a successful collaborative supply chain EXCEPT:

- A. suboptimization
- B. conflicting individual incentives and organizational goals
- C. bottlenecks caused by weaker partners
- D. trust-based relationships
- E. technology barriers

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 213

All of the following are different levels of communication between partners EXCEPT:

- A. transactional with information sharing
- B. shared processes and partnership
- C. integrated ERP system within nucleus firm
- D. linked competitive vision and strategic alliance
- E. backward integration (mergers and acquisitions)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 214

The level of collaborative intensity of supply chain relationships is strongly influenced by all of these factors related to the product or service EXCEPT:

- A. postponement
- B. strategic importance
- C. complexity
- D. number of suppliers
- E. uncertainty

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 215

All of the following are common reasons to alter a supply chain strategy EXCEPT:

- A. change in the market
- B. change in the business direction
- C. anticipated change in the market
- D. change in 3PL

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 216

All of the following are components of the "three Vs" of supply chain management EXCEPT:

- A. visibility
- B. vitality
- C. velocity
- D. variability

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 217

Which of the following is true about supply chain management (SCM)?

- A. no organizations have a SCM department

- B. few organizations have a SCM department
- C. most organizations have a SCM department
- D. all organizations have a SCM department

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 218

Which of the following corresponds to an item of high strategic importance that is difficult to obtain?

- A. commodity materials
- B. leveragable materials
- C. bottleneck materials
- D. direct or core competency materials

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 219

All of the following are predictable obstacles to building a successful collaborative supply chain EXCEPT:

- A. culture conflicts
- B. partners underestimate benefits
- C. individual incentives naturally aligned with organizational goals
- D. technology barriers
- E. power-based relationships

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 220

Which type of collaboration below entails partners collaborating in specific processes such as design, typically defined by long term contracts?

- A. transactional with information sharing
- B. shared processes and partnership
- C. linked competitive vision and strategic alliance
- D. backward integration (mergers and acquisitions)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 221

Which of the following is most often the primary sourcing consideration for products or services?

- A. strategic importance of the product or service
- B. complexity of the item
- C. number of suppliers
- D. uncertainty

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Module 2: Building Operations , Planning and Logistics Empty Module 2: Managing Customer and Supplier Relationship

QUESTION 222

What is the typical downstream order of supply chain partners?

- A. manufacturers, wholesalers, distributors, retailers
- B. manufacturers, distributors, wholesalers, retailers
- C. distributors, manufacturers, wholesalers, retailers
- D. distributors, wholesalers, manufacturers, retailers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 223

What marketing philosophy puts the customer first?

- A. Lean Six Sigma
- B. 4Ps
- C. Customer Relationship Management
- D. Customer Service Management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 224

What approach involves the collection and analysis of information designed for sales and marketing decision support to understand and serve existing and potential customer needs?

- A. Lean Six Sigma
- B. 4Ps
- C. Customer Relationship Management
- D. Customer Service Management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 225

SRM is applicable to which supply chain partners?

- A. all of a business' suppliers
- B. some of a business' suppliers
- C. all of a business' customers
- D. some of a business' customers
- E. all of a business' customers and suppliers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

updated.

QUESTION 226

Which of the following are shifts in today's business culture resulting from a greater emphasis on relationships with customers and suppliers?

- A. Greater focus on customers
II. Greater emphasis on integration both internally and externally III. Greater focus on mass marketing
- B. I only
- C. II only
- D. I and II
- E. I and III
- F. I, II and III

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 227

For many products and services, what is the main differentiator given consumers' expectations are consistently high, and the market in general meets these expectations?

- A. service
- B. price
- C. quality

D. speed

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 228

When can value be added to a product or service?

- A. during the design phase
- B. prior to the start of manufacturing or providing the service
- C. anywhere in the supply chain
- D. depends on service offered after purchase

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 229

What is a short-term alliance between independent organizations called that may potentially define a long-term relationship to design, produce, and distribute a product?

- A. agile organization
- B. product-driven organization
- C. strategic alliance
- D. virtual organization

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 230

Which of the following defines the values of the new CRM/SRM culture?

- A. new business organization
- B. new job definitions
- C. new management structure
- D. new business vision and mission statement

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 231

As business organizations shift from task-focused centers to more collaborative virtual organizations, information systems need to do all of the following EXCEPT:

- A. communicate with other partner systems
- B. be accessible 100% of the time
- C. be more flexible
- D. do more in general

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 232

All of the following are one of marketing's 4Ps EXCEPT:

- A. product
- B. price
- C. placement
- D. promotion
- E. purchase

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 233

All of the following are types of customers EXCEPT:

- A. noncustomer
- B. vulnerable customer
- C. loyal customer
- D. past due customer
- E. lost customer

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 234

What typically happens to the expenses of marketing and sales as the relationship of a lifetime customer develops?

- A. increases
- B. decreases
- C. remains constant
- D. it depends

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 235

What typically happens with respect to satisfying a lifetime customer as the relationship develops?

- A. it becomes easier to satisfy a lifetime customer
- B. it becomes harder to satisfy a lifetime customer
- C. it requires about the same effort
- D. it is hard to tell

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 236

What typically happens to revenue and profit opportunities as the relationship of a lifetime customer develops?

- A. increases
- B. decreases
- C. remains constant
- D. it is hard to predict

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 237

Lifetime customer relationships enhance profit in all of the following ways EXCEPT:

- A. lifetime customers lower total marketing costs
- B. it becomes increasingly easier to satisfy lifetime customers
- C. lifetime customers buy a narrower product line
- D. lifetime customers increase revenue and profit opportunities

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 238

All of the following are characteristics of a customer-focused business EXCEPT:

- A. are easy to do business with
- B. add value to their products or services
- C. are innovative in all aspects of their business
- D. design all business contact points from the perspective of the customer
- E. protect detailed insights about customers as highly valued trade secrets

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 239

What is one of the goals and benefits of CRM?

- A. customer visibility
- B. customer velocity
- C. greater operating efficiencies
- D. increased brand awareness in the market

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 240

Creating a customer-focused business includes all of the following steps EXCEPT:

- A. implement CRM program
- B. align business to customer focus
- C. redefine company mission
- D. create customer map

E. identify customer needs

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 241

What does cross-selling involve?

- A. increasing the volume of the customer's purchases
- B. increasing the value of the customer's purchases
- C. transferring the customer to more expensive and more profitable items
- D. encouraging a customer to purchase additional, often complimentary, products and services

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 242

What does up-selling involve?

- A. increasing the volume of the customer's purchases
- B. increasing the value of the customer's purchases
- C. transferring the customer to more expensive and more profitable items
- D. encouraging a customer to purchase additional, often complimentary products and services

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 243

What is the starting point of a product when a customer-focused strategy is pursued?

- A. customer need
- B. technology
- C. marketing driven
- D. product development

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 244

Customer service management is comprised of four steps which include all of the following EXCEPT:

- A. developing response procedures
- B. developing core competencies
- C. developing customer service management strategy
- D. developing metrics
- E. developing infrastructure for implementing response procedures

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 245

Strategically determined pricing is based on all of the following EXCEPT:

- A. appearance
- B. perceived value
- C. competition
- D. brand identity

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 246

All of the following are the customer's perspective of an effective channel EXCEPT:

- A. complete
- B. secure and error free
- C. dispersed
- D. accessible
- E. flexible

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 247

From a CRM perspective, which of marketing's four Ps would correspond to call centers, websites that incorporate live chat or email and online libraries?

- A. product
- B. price
- C. promotion
- D. placement

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 248

From the customer's perspective, all of the following are characteristics of an effective channel EXCEPT:

- A. direct

- B. convenient
- C. control and consistency
- D. fast
- E. flexible

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 249

All of the following are marketing activities related to promotion EXCEPT:

- A. consumer research and market analysis
- B. segmentation of customers
- C. call centers
- D. planning, creation, and placement of advertising
- E. creation of brand image

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 250

The product life cycle begins with which step?

- A. decline
- B. development
- C. growth
- D. introduction
- E. maturity

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 251

During the introduction stage, sales of the product are _____ and advertising costs are _____.

- A. low, low
- B. low, high
- C. high, high
- D. high, low

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 252

All of the following are reasons why sales begin to decline EXCEPT:

- A. customers become aware of the product and its benefits
- B. market becomes saturated
- C. product becomes technologically outdated
- D. customers' tastes change

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 253

Which phase of the product life cycle is typically most profitable?

- A. development
- B. introduction

- C. growth
- D. maturity

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 254

Which of the following is not a CRM activity related to prospective customers?

- A. market research
- B. manage customer information to improve customer care
- C. audience segmentation
- D. identify the right promotional message
- E. identifying the right contact channel for each segment

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 255

After a customer has discontinued service, how long should the company wait to re- establish communication?

- A. less than a week
- B. 2 weeks
- C. 4 weeks
- D. never contact again

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 256

What is the process called of customers changing their buying preferences because they find better and/or cheaper products and services elsewhere?

- A. churn
- B. vulnerability analysis
- C. win-back program
- D. fickle

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 257

CRM loyalty programs are designed with all of the following considerations in mind EXCEPT:

- A. customer segments and their corresponding needs
- B. structure of program offering
- C. communication concerning program offering
- D. maximize short-term profits

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 258

CRM loyalty programs are designed with all of the following considerations in mind EXCEPT:

- A. desired customer behavior
- B. positioning -- implications of loyalty programs
- C. cost and benefit structure of program elements
- D. service requirements of offering

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 259

Companies are beginning to define customers by actual buying behaviors. This has led to segmentation of customers into all of the following strategies EXCEPT:

- A. customer awareness
- B. customer needs
- C. customer technical expertise
- D. customer value to the business

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 260

With respect to the purchase of commodities, what typically is the order winner?

- A. price
- B. quality
- C. delivery
- D. service
- E. flexibility

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 261

As reported by retail customers, what is the most influential factor affecting their decision to purchase a product?

- A. actual price
- B. bundle of services surrounding the product
- C. product quality
- D. anticipated product life

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 262

Which source would most likely be best for determining purchase frequency and volume?

- A. distribution points
- B. purchased data
- C. sales representatives
- D. service representatives
- E. transaction records

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 263

Which source would most likely be best for determining how purchases are financed?

- A. distribution points
- B. purchased data
- C. sales representatives
- D. service representatives
- E. transaction records

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 264

Which source would most likely be best for identifying concerns customers have on making a purchase?

- A. distribution points
- B. purchased data
- C. sales representatives
- D. service representatives
- E. transaction records

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 265

Which source would most likely be more useful in identifying and acquiring new customers than in managing relationships with existing customers?

- A. distribution points
- B. purchased data
- C. sales representatives
- D. service representatives
- E. transaction records

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 266

Which source would most likely provide information about how customers would like to use current products?

- A. distribution points
- B. purchased data
- C. sales representatives
- D. service representatives
- E. transaction records

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 267

Which source would most likely provide information about how products or services are being used currently?

- A. distribution points
- B. purchased data
- C. sales representatives
- D. service representatives
- E. transaction records

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 268

Which source would most likely be helpful in gauging customer attitudes toward the company?

- A. distribution points
- B. purchased data
- C. sales representatives
- D. service representatives
- E. transaction records

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

answer is verified.

QUESTION 269

Data concerning customers can be derived from all of the following sources EXCEPT:

- A. transaction records
- B. service representatives
- C. purchased data
- D. distribution points
- E. shipping and receiving

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Module 4: Using Information Technology to Enable Supply chain management

QUESTION 270

What is the primary goal of utilizing technology in the supply chain?

- A. decreased costs
- B. improved coordination
- C. increased revenue
- D. decreased lead time
- E. improved quality

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 271

Which U.S. Customs regulation gives priority customs clearance to businesses that have tighter supply chain security?

- A. Priority Clearance Act
- B. C-TPAT
- C. EDIFACT
- D. Safe Harbor Act E. AIDC

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 272

What types of tasks does a client perform in a client/server architecture?

- A. local, low data demand tasks
- B. centralized, low data demand tasks
- C. local, high data demand tasks
- D. centralized, high data demand tasks

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 273

What types of tasks does a server perform in a client/server architecture?

- A. local, low data demand tasks
- B. centralized, low data demand tasks
- C. local, high data demand tasks
- D. centralized, high data demand tasks

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 274

Which type of network is the least expensive to setup?

- A. LAN
- B. WAN
- C. wireless network
- D. VPN
- E. Intranet/Extranet

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 275

Which type of network provides a low-cost Internet-based secure transmission method?

- A. LAN
- B. WAN
- C. wireless network
- D. VPN
- E. Intranet/Extranet

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 276

Which language is used to design a database?

- A. data manipulation language

- B. data definition language
- C. structured query language
- D. java programming language
- E. data dictionary

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 277

What is the most common language used by end users to access the contents of a database?

- A. data manipulation language
- B. data definition language
- C. structured query language
- D. java programming language
- E. data dictionary

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 278

What is used to track all of the properties of each data element in a database?

- A. data manipulation language
- B. data definition language
- C. structured query language
- D. java programming language
- E. data dictionary

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 279

What is the most common type of database?

- A. hierarchical databases
- B. network databases
- C. relational databases
- D. object-oriented databases

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Managing the Supply Chain: The Definitive Guide for the Business professional

QUESTION 280

What is the process of finding the best system-wide strategy called?

- A. heuristic suboptimization
- B. global optimization
- C. supply chain management
- D. theory of constraints

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 281

Designing the best system-wide or globally optimal, integrated supply chain solution is difficult for all of the following reasons EXCEPT:

- A. monthly forecasts are always wrong

- B. supply chains are dynamic, evolving over time
- C. systems vary over time in response to environmental changes
- D. supply chains are complex networks of facilities dispersed over a large geography
- E. different facilities in the supply chain frequently have conflicting objectives

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 282

Which of the following decisions falls under the strategic level?

- A. Inventory policies
 - II. Lead time quotations
 - III. Number of warehouses
- B. I, II and III
- C. I and III
- D. II
- E. III
- F. I and II

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 283

Forecasts are most accurate for _____?

- A. aggregate demand
- B. dependent demand
- C. independent demand
- D. individual end items

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 284

Which pricing strategy will help diminish the bullwhip effect?

- A. everyday low pricing strategy
- B. seasonal promotions
- C. periodic price promotions
- D. quarterly sales quotas
- E. variable pricing

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 285

Which phase of the product life cycle would most benefit from causal forecasting methods?

- A. development
- B. introduction
- C. growth
- D. maturity
- E. decline

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 286

All of the following are suggestions for reducing the bullwhip effect EXCEPT:

- A. reducing uncertainty
- B. increasing customer demand variability
- C. reducing lead times
- D. engaging in strategic partnerships

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 287

What impact does the bullwhip effect have on safety stock if the same service level is desired?

- A. It forces an organization to carry more safety stock.
- B. It allows an organization to reduce safety stock.
- C. The bullwhip effect has no impact on safety stock.
- D. The impact of the bullwhip effect depends on the industry.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 288

Timely, accurate supply chain information helps accomplish all of the following EXCEPT:

- A. reduce variability
- B. improved forecasting
- C. better coordination
- D. improved product designs
- E. react to supply chain problems quickly

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 289

All of the following are reasons why firms use batch ordering EXCEPT:

- A. firms facing fixed ordering costs may need to order in batches to minimize these costs
- B. firms may need to order in batches to minimize transportation costs
- C. firms may need to order in batches to achieve quarterly or yearly sales quotas
- D. firms may need to order in batches to minimize raw material inventories

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 290

Supply chain management revolves around the efficient integration of all of the following EXCEPT:

- A. warehouses
- B. employees
- C. suppliers
- D. stores
- E. manufacturers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 291

All of the following are effects of a pull-based supply chain EXCEPT:

- A. decreased inventory at retailers
- B. larger and more variably sized production batches

- C. decreased lead times
- D. decreased variability

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 292

A higher demand uncertainty leads to a preference for managing the supply chain based on _____.

- A. long-term forecasts
- B. realized demand
- C. materials requirement planning
- D. master scheduling
- E. project management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 293

Which of the following is associated with products in the grocery industry?

- A. high demand uncertainty and economies of scale important
- B. high demand uncertainty and economies of scale unimportant
- C. low demand uncertainty and economies of scale important
- D. low demand uncertainty and economies of scale unimportant

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 294

Which of the following is a reason why optimizing supply chain performance is difficult?

- A. trading partners have similar objectives
- B. tradeoffs are practically non-existent
- C. inherent certainty of demand
- D. inherent certainty of supply
- E. dynamic nature of the supply chain

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 295

Which of the following is a reason why optimizing supply chain performance is difficult?

- A. trading partners have similar objectives
- B. tradeoffs must be taken into account
- C. inherent certainty of demand
- D. inherent certainty of supply
- E. static nature of the supply chain

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 296

The design of the supply chain typically needs to be reevaluated when changes occur in any of the following EXCEPT:

- A. demand patterns
- B. product mix
- C. production processes
- D. employee scheduling

E. sourcing strategies

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 297

Various researchers report that aggregating data into about 150 to 200 data points results in no more than what percent error in the estimation of total transportation costs?

- A. 1 percent
- B. 5 percent
- C. 10 percent
- D. 20 percent
- E. 25 percent

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

answer is up-to-date.

QUESTION 298

Which of the following freight rate types represents standard rates that can be found for almost all products or commodities shipped?

- A. class
- B. commodity
- C. exception
- D. long haul

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 299

With respect to LTL, all of the following are basic types of freight rates EXCEPT:

- A. class
- B. commodity
- C. exception
- D. long haul

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 300

Which of the following ratings or classes result in the highest relative charge for transporting a commodity?

- A. 35
- B. 100
- C. 150
- D. 400

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 301

All of the factors are used to determine a product's specific class EXCEPT:

- A. product density
- B. ease or difficulty of handling and transporting product
- C. mileage traveled
- D. liability for damage

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 302

If for a product, the annual flow through the warehouse is 1000 units, the inventory turnover ratio is 10.0 and each unit takes 10 square feet of floor space, what is the required space in the warehouse devoted to this product?

- A. 10 square feet
- B. 100 square feet
- C. 1000 square feet
- D. 2000 square feet
- E. 6000 square feet

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 303

Which type of model is useful for characterizing the performance of a particular configuration but not for determining an effective configuration from a large set of potential configuration?

- A. exact mathematical optimization model
- B. heuristic algorithm
- C. simulation model
- D. conceptual model
- E. graphical model

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 304

How is the amount of variability in customer demand most often measured?

- A. sample mean
- B. sample standard deviation
- C. trimmed mean
- D. proportion of on-time delivery
- E. range

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 305

What portion of the supply chain predominantly focuses on service level?

- A. push
- B. pull
- C. push-pull
- D. pull-push
- E. pull-push boundary

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 306

In the process of cross-docking, warehouses rarely keep items for more than_____.

- A. an hour
- B. 10-15 hours
- C. 40 hours
- D. 100 hours

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 307

What typically happens to safety stock, if a higher service level is desired?

- A. safety stock decreases
- B. safety stock remains constant
- C. safety stock increases
- D. there is no relationship between safety stock and service level

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 308

Forecasts for which of the following would tend to be most accurate?

- A. Goodyear model P205/65R-15 T VSB
- B. all Goodyear passenger tires
- C. Goodyear touring tires
- D. Goodyear tires for Buicks
- E. rubber needed to make Goodyear tires

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 309

A survey of 3PL providers identified characteristics critical to the success of a 3PL agreement. What was the most important characteristic identified?

- A. customer orientation of the provider
- B. reliability of the provider
- C. flexibility of the provider
- D. cost savings generated from the relationship

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 310

The variation in orders placed by retailers to suppliers in traditional retailer-supplier relationship is typically _____ the variation in demand seen by retailers.

- A. far greater than
- B. far less than
- C. equal to
- D. alternating between being less than and greater than

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 311

When establishing a retailer-supplier partnership, what typically happens to the float period?

- A. decreases
- B. increases
- C. remains constant
- D. initially decreases, then increases

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

corrected.

QUESTION 312

All of the following are challenges associated with a retailer-supplier partnership (RSP) EXCEPT:

- A. RSPs typically necessitates deployment of advanced technology.
- B. RSPs require a great deal of trust.
- C. RSPs often demand the supplier take less responsibility.
- D. RSPs often increase the expenses of suppliers.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 313

What should happen to service levels when demand information is shared with trading partners to reduce forecast uncertainties?

- A. service levels should decrease
- B. service levels should increase
- C. service levels should be unaffected
- D. service levels should initially increase, then decrease

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 314

Under what condition does the costs associated with the market mediation function occur?

- A. when supply is greater than demand
- B. when supply equals demand
- C. when supply is less than demand
- D. when supply does not equal to demand

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 315

Thinking in terms of which of the following promotes the broadest look at a company's offerings and its customers?

- A. quality
- B. cost
- C. perceived value
- D. speed
- E. value

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 316

What impact does the proliferation of product and service options have on forecasting customer demand for a specific model?

- A. it makes forecasting easier
- B. it has no impact on forecasting since the volume remains unchanged
- C. it makes forecasting more difficult
- D. the demand for a specific model has no impact on forecasting

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 317

All of the following are reasons why companies are adding more services around their products EXCEPT:

- A. commoditization of products
- B. need to get closer to the customer
- C. desire of companies to compete on price
- D. increase in IT capabilities that make this offering possible

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 318

If there are 400 units available for sale and the relationship between demand and price can be expressed by the equation: Demand = 1000 - 0.5* Price which of the following revenue management strategies will typically yield the greatest total revenue?

- A. set price at a single value
- B. have a two tier pricing strategy
- C. have a three tier pricing strategy
- D. have a pricing strategy with as many tiers as there are market segments that are price or time sensitive

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 319

Which formula below is used to calculate cash-to-cash cycle time?

- A. days of outstanding sales
- B. inventory days of supply plus days of sales outstanding
- C. inventory days of supply plus days of sales outstanding minus average payment period for materials
- D. inventory days of supply minus average payment period for materials
- E. days of sales outstanding minus inventory days of supply

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 320

Which measure below defines the number of days required to achieve an unplanned, sustainable 20 percent increase in production?

- A. delivery performance to request
- B. upside production flexibility
- C. supply chain response time
- D. order fulfillment lead time
- E. total inventory days of supply

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 321

All of the following are effects of e-markets on suppliers EXCEPT:

- A. allow suppliers to reduce marketing and sales costs
- B. allow relatively large suppliers to expand their horizons
- C. allow suppliers in fragmented industries to access spot markets
- D. allow suppliers to better use their available capacities and inventories

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 322

Many startup e-markets offer all of the following EXCEPT:

- A. serving as an intermediary between buyers and suppliers

- B. conducting the auction
- C. identifying, qualifying, and supporting suppliers
- D. decreasing the number of suppliers involved in the bidding event
- E. identifying saving opportunities

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 323

What type of e-market would involve a single, typically large, buyer?

- A. public
- B. consortium
- C. private
- D. A or B
- E. all of the above

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 324

All of the following are ways e-markets have affected buyers EXCEPT:

- A. increased market reach
- B. better collaboration with suppliers
- C. clear direction about the type of marketplace a firm should compete within
- D. remove inefficiencies from their supply chains

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 325

All of the following describe indirect materials EXCEPT:

- A. referred to as MRO
- B. part of finished product
- C. not part of the manufacturing process
- D. essential for the business to operate

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 326

Which production scheduling technique is used with the third stage of SAP's Stages of Excellence (i.e., integrated internally)?

- A. basic MRP
- B. no planning
- C. advanced planning systems (APS)
- D. constraint-based planning

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 327

Which production scheduling technique is used with the fourth stage of SAP's Stages of Excellence (i.e., multi-enterprise integrated)?

- A. basic MRP
- B. no planning
- C. advanced planning systems (APS)
- D. constraint-based planning

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 328

Which group of users are most impacted by a DSS?

- A. all end-users
- B. small group of decision makers
- C. most middle managers
- D. executives

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 329

Which group of users are most impacted by an ERP system?

- A. all end-users
- B. small group of decision makers
- C. most middle managers
- D. executives

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 330

Which of the following do many practitioners associate with the term "collaboration" as applied to supply chains?

- A. information sharing
- B. collaborative planning
- C. joint decision making
- D. supply chain restructuring

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 331

All of the following are dimensions of flexibility EXCEPT:

- A. product mix
- B. design changeover
- C. product pricing
- D. product volume
- E. rerouting

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 332

All of the following are reasons why a top-down approach is a necessity to be effective at the supply chain level EXCEPT:

- A. avoiding local optimums
- B. interdependence of departments and businesses
- C. one-way information sharing
- D. knowledge sharing needed to solve problems

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 333

What term is used to describe the basic product or service, the supply chain that delivers it, plus other features and factors that go along with the product or service?

- A. chain product
- B. extended product
- C. functional product
- D. mature product
- E. global product

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 334

Which of the following are extended product factors?

- A. dealer quality
 - II. after sale service
 - III. warranty
- B. I
- C. II
- D. III
- E. II and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 335

Which of the following are extended product factors?

- A. financing for purchase
 II. ease of doing business
 III. product returns
- B. I
- C. II
- D. III
- E. II and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 336

Which of the following terms emphasizes financial success and strategic positioning?

- A. supply chain
- B. value chain
- C. product chain
- D. profit chain

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 337

If a company targets cost reduction across the supply chain with benefits shared among partners, which stage of supply chain management capability would it be at with respect to removing cost from the supply chain?

- A. dysfunctional
- B. infrastructure
- C. cost reduction

- D. collaboration
- E. strategic contribution

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 338

All of the following are tasks required to better manage supply chains EXCEPT:

- A. designing supply chains for strategic advantage
- B. implementing collaborative relationships
- C. develop software systems
- D. manage supply chain information
- E. removing cost from the supply chain

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 339

What type of supply chain is required for innovative products?

- A. responsive
- B. efficient
- C. available
- D. strategic
- E. collaborative

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 340

All of the following are attributes of economic difference factors EXCEPT:

- A. per capita income differences
- B. different financial capabilities
- C. inadequate skills and number of workers
- D. no common currency
- E. missing natural resource requirements

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 341

All of the following are attributes of geographic difference factors EXCEPT:

- A. trading blocs
- B. physical distance
- C. poor access/transportation
- D. adverse or different climate

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 342

What does the "A" in the CAGE framework stand for?

- A. administrative
- B. accountable
- C. activity
- D. application

E. automated

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 343

What does the "G" in the CAGE framework stand for?

- A. general
- B. gain
- C. geographic
- D. globalization
- E. growth

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 344

All of the following are independent demand items EXCEPT:

- A. component parts
- B. finished goods
- C. parts for testing
- D. service parts

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 345

Which of the following corresponds to the area labeled "A" in the House of Quality shown below?

- A. "how" or product/service features
- B. "how much"
- C. "what" or customer requirements
- D. "why" or competitive assessment
- E. correlation matrix

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 346

Which of the following corresponds to the area labeled "D" in the House of Quality shown below?

- A. "how" or product/service features
- B. "how much"
- C. "what" or customer requirements
- D. "why" or competitive assessment
- E. correlation matrix

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 347

Which of the following corresponds to the area labeled "E" in the House of Quality shown below?

- A. "how" or product/service features
- B. "how much"
- C. "what" or customer requirements
- D. "why" or competitive assessment

E. correlation matrix

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 348

Which type of product or process development project is it when Subway introduces a new sandwich with ham and turkey?

- A. enhanced existing or derivative products
- B. next generation product or new platform
- C. radical breakthrough
- D. research/advanced development
- E. partnership projects

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 349

What does the "I" in DMAIC stand for?

- A. implement
- B. improve
- C. independent
- D. information
- E. integrate

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 350

What does the "P" in PDCA stand for?

- A. partnership
- B. performance
- C. phased
- D. plan
- E. process

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: