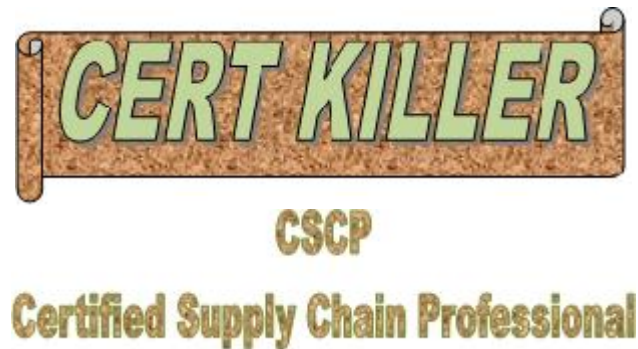


CertKiller.CSCP_404,QA

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Number: CSCP
Passing Score: 800
Time Limit: 120 min
File Version: 23.04



All the questions are new one.there is no repetition of any question in this Vce.



This VCE has a lot of questions where all answers are up-to-date.



Till now this is the latest material we have if there is any updates our product team and experts will update it.



I took the exam today. All questions and sims were different.



This VCE covers all syllabus. After preparing it anyone pass the exam in high grades.

Exam A

QUESTION 1

Which of the following are components of fulfillment lead time?

- A. order processing
 - II. assembly and shipping
 - III. invoicing and collection
- B. I
- C. II
- D. I and II
- E. II and III
- F. I, II and III

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

Which of the following is the most systematic approach to allocating indirect costs?

- A. activity-based costing
- B. financial accounting
- C. managerial accounting
- D. process indirect costing

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

What happens to variability when independent processes are combined to form a larger process?

- A. variability of individual processes cancel out each other, resulting in a small overall variability

- B. variability of the total time is equal to the variability of the component with the largest variability
- C. variability of the total time equals the sum of the variability in all the component times
- D. variability of the total time is equal to the variability of the component with the smallest variability

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

In order to be counted "perfect" when calculating the perfect-order measure, in addition to the order containing the correct goods, which of the following must also be perfect?

- A. order must ship complete
 - II. order must arrive on-time
 - III. paperwork associated with order must be accurate and complete
- 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:

QUESTION 5

What is the impact on customer service level (CSL) of increasing safety stock?

- A. CSL increases
- B. CSL decreases
- C. CSL remains constant
- D. no relationship exists between CSL and safety stock

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

What is the impact on annual holding costs of increasing the order quantity?

- A. annual holding costs decrease
- B. annual holding costs increase
- C. annual holding costs remains constant
- D. cannot tell impact on annual holding cost

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

What is the impact on annual holding costs of decreasing the order quantity?

- A. annual holding costs decrease
- B. annual holding costs increase
- C. annual holding costs remains constant
- D. cannot tell impact on annual holding cost

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

answer is valid.

QUESTION 8

Which of the following cycles delivers products to meet customer demand?

- A. design

- B. fulfillment
- C. production
- D. replenishment

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

What is the inventory needed to support normal operations called?

- A. cycle stock
- B. maintenance, repair, and operating supplies
- C. safety stock
- D. buffer stock
- E. pipeline stock

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

What is the unintended effect of customers requiring complete shipments?

- A. Customers requiring complete shipments have no impact on the supply chain.
- B. Customers tend to purchase in smaller quantities to ensure shipments are complete.
- C. Suppliers have to maintain much higher inventory levels.
- D. Suppliers will not have as much inventory since orders are shipped complete.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

All of the following are modules of a transportation management system EXCEPT:

- A. carrier management
- B. delivery scheduling
- C. shipment tracking
- D. vehicle routing
- E. yard management

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

All of the following are modules of a transportation management system EXCEPT:

- A. carrier management
- B. materials handling
- C. transportation network design
- D. transportation planning
- E. vehicle maintenance

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

Which of the following types of relations do most humans naturally assume that systems are?

- A. single-valued
- B. multi-valued
- C. continuous

- D. monotonic
- E. linear

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

Assuming no quantity discounts, what is true about the relationship between annual holding costs and annual ordering costs at the minimal total cost?

- A. annual holding costs is less than annual ordering costs
- B. annual holding costs is greater than annual ordering costs
- C. annual holding costs equals annual ordering costs
- D. cannot tell the relationship between the annual holding costs and annual ordering costs

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

Which type of model facilitates the study of system behavior under the most realistic business conditions?

- A. conceptual
- B. mathematical
- C. narrative
- D. physical
- E. simulation

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

Which type of model is used to predict and optimize the performance of a supply chain?

- A. conceptual
- B. mathematical
- C. narrative
- D. physical
- E. simulation

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

At present, which of the following is true about collaborative planning across ownership boundaries?

- A. It never happens.
- B. It is the exception rather than the rule.
- C. It is the rule rather than the exception.
- D. It always occurs.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

answer is modified.

QUESTION 18

Which of the following is the most serious challenge to collaborative planning?

- A. common communication medium
- B. standard protocols for exchanging data
- C. motivation to share confidential information
- D. applications for forecasting and planning

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

Which planning system determines when the necessary labor and equipment will have to be available to perform the work?

- A. DRP
- B. MPS
- C. MRP
- D. CRP
- E. RCCP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

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

- A. bulk vs. packaged
 - II. hazardousness
 - III. state (solid, liquid, gas)
- B. I
- C. II
- D. III
- E. I and II
- F. I and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

Which of the following has the push-pull boundary furthest upstream on the supply chain?

- A. custom product
- B. configured product
- C. private labeled product
- D. off-the-shelf product

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

What impact does lumping have on the demand signal in terms of timing?

- A. it delays the timing
- B. it speeds up the timing
- C. it has no effect on the timing
- D. it minimizes the need for signals

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

Which of the following products most likely creates the greatest amount of stress on its supply chain?

- A. functional products
- B. seasonal products
- C. innovative products
- D. mature product

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

Which of the following is true about low density products?

- A. the transportation container will "cube out" before it "weighs out"
- B. the transportation container will "weigh out" before it "cubes out"
- C. the transportation container has to be marked hazardous
- D. the transportation will most likely be by air

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 25

What is the value of the tracking signal if there is no bias?

- A. 0
- B. 1
- C. 10
- D. 100
- E. tracking signals have no relationship to bias

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

ERP systems typically use which of these scheduling techniques?

- A. forward
- B. backward
- C. push
- D. pull
- E. delay

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

Which of the following planning systems would the demand forecast typically be fed into first?

- A. DRP
- B. MPS
- C. MRP
- D. CRP
- E. business plan

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

When classifying products as either A, B or C items, which of the following best describes A items?

- A. 20% of the items that represent 80% of sales
- B. 30% of the items that represent 50% of sales
- C. 30% of the items that represent 15% of sales
- D. 50% of the items that represent 50% of sales
- E. 50% of the items that represent 5% of sales

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

All of the following are extrinsic factors that influence demand for a product EXCEPT:

- A. customer product requirements
- B. customer corporate objectives
- C. business cycle
- D. product positioning

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 30

Which of the following would be forecasted?

- A. dependent demand
- B. independent demand
- C. raw materials
- D. indirect demand
- E. purchased parts

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Handbook of supply chain management 2nd edition

QUESTION 31

Which of the following supply chain perspectives is being pursued if a company's initiatives include barcoding, RFIDs, and EDI as the primary drivers of supply chain excellence?

- A. independent functional areas loosely coupled
- B. procurement viewpoint
- C. logistics viewpoint
- D. information system viewpoint
- E. BPR and operations innovation viewpoint

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

All of the following helps build a brand EXCEPT:

- A. reputation
- B. product functionality
- C. advertising and promotion
- D. polling customers of competitors
- E. awareness among buyers

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 33

Which term best corresponds to the distribution side of the supply chain?

- A. downstream
- B. mainstream
- C. upstream
- D. value stream
- E. North Star

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 34

Which of the following departments contributes the least to the base product?

- A. R & D
- B. Engineering
- C. Manufacturing
- D. Marketing and Sales

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 35

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 36

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 37

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 38

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:

answer is updated.

QUESTION 39

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 40

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 41

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 42

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 43

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 44

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 45

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 46

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 47

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 48

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 49

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 50

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 51

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 52

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 53

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 54

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:

answer is up-to-date.

QUESTION 55

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:

QUESTION 56

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:

Explanation:

QUESTION 57

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:

Explanation:

QUESTION 58

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:

Explanation:

QUESTION 59

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 60

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 61

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 62

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 63

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 64

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 65

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 66

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:

Explanation:

QUESTION 67

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 68

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 69

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 70

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 71

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 72

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 73

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 74

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 75

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 76

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 77

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 78

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 79

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:

Explanation:

QUESTION 80

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:

answer is appropriate.

QUESTION 81

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 82

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 83

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 84

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 85

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 86

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 87

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 88

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 89

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 90

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 91

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 92

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 93

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 94

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 95

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 96

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 97

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:

Explanation:

QUESTION 98

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 99

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 100

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 101

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 102

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 103

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 104

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 105

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 106

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 107

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 108

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 109

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 110

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 111

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 112

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 113

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 114

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 115

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 116

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 117

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 118

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 119

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 120

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 121

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 122

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:

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

QUESTION 123

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 124

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 125

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:

Explanation:

QUESTION 126

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 127

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 128

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 129

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 130

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 131

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 132

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 133

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 134

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 135

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 136

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 137

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 138

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 139

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 140

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 141

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 142

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 143

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 144

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 145

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 146

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 147

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 148

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 149

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:

Explanation:

QUESTION 150

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 151

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 152

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 153

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 154

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 155

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 156

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 157

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 158

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 159

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 160

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 161

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 162

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 163

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 164

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 165

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 166

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 167

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 168

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 169

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 170

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:

Explanation:

QUESTION 171

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 172

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 173

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 174

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 175

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 176

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 177

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 178

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 179

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 180

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 valid.

QUESTION 181

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 182

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 183

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 184

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 185

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 186

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 187

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 188

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 189

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 190

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 191

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 192

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 193

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 194

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 195

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 196

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 197

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 198

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 199

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 200

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:

up-to-date.

QUESTION 201

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 202

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 203

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 204

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 205

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 206

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 207

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:

Article a Tax Aligned approach to SCM

QUESTION 208

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 209

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 210

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 211

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 212

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:

Explanation:

QUESTION 213

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 214

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 215

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 216

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 217

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 218

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 219

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 220

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 221

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 222

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 223

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 224

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 225

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 226

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:

Module 1: supply chain management fundamentals

QUESTION 227

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 228

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 229

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 230

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 231

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 232

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 233

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 234

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 235

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:

Explanation:

QUESTION 236

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 237

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 238

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 239

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 240

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 241

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 242

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 243

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 244

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 245

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 246

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 247

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 248

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 249

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 250

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 251

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 252

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 253

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 254

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 255

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 256

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 257

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 258

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 259

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 260

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 261

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 262

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:

Explanation:

QUESTION 263

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 264

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 265

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 266

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 267

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 268

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 269

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 270

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 271

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 272

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 273

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:

modified.

QUESTION 274

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 275

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 276

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:

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

QUESTION 277

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 278

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 279

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 280

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:

Explanation:

Topic 4, Volume D

QUESTION 281

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 282

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 283

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 284

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 285

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 286

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 287

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 288

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 289

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 290

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 291

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 292

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 293

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 294

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 295

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 296

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 297

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 298

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 299

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 300

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 301

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 302

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 303

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 304

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 305

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 306

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 307

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 308

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 309

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 310

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 311

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 312

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:

answer is valid.

QUESTION 313

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 314

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 315

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 316

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 317

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 318

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 319

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 320

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 321

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 322

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 323

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:

Explanation:

QUESTION 324

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 325

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 326

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 327

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 328

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 329

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 330

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 331

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 332

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 333

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 334

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:

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

QUESTION 335

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 336

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 337

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 338

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 339

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 340

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 341

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 342

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 343

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 344

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 345

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 346

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 347

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 348

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 349

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 350

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 351

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 352

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:

Explanation:

QUESTION 353

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 354

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 355

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 356

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 357

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 358

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 359

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 360

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 361

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 362

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 363

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 364

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 365

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 366

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:

Explanation:

QUESTION 367

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 368

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 369

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 370

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 371

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 372

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 373

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 374

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 375

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 376

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 377

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 378

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 379

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 380

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 381

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 382

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 383

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 384

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 385

If a company reports a problem with its supply chain and pinpoints blame, which of the following groups, if blamed, will most likely result in the stock price being most punished by the market?

- A. management
- B. employees
- C. customers
- D. suppliers

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 386

Which of the following relationships has the maximum degree of independence of ownership and the minimum degree of integration?

- A. ad hoc trading
- B. just-in-time suppliers
- C. keiretsu
- D. partnership
- E. vertical integration

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 387

Attempts to replace competition between trading partners with cooperation most often results in which of the following?

- A. great success
- B. some success
- C. increased competition among trading partners
- D. failure

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 388

All of the following are true concerning consignment EXCEPT:

- A. With consignment, producers retain ownership over inventories.
- B. With consignment, retailers control the inventory.
- C. Consignment is effective way to sell products that retailers might not otherwise be willing to carry.
- D. With consignment, producers have to wait longer to get paid for their products.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 389

Which of the following is the proper order of activities when managing a supply chain?

- A. control, predict, then understand
- B. control, understand, then predict
- C. understand, control, then predict
- D. understand, predict, then control
- E. predict, control, then understand

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 390

There has been a systematic effort within many industries to replace inventory with which of the following?

- A. cash
- B. information
- C. people
- D. services
- E. raw materials

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 391

What is the general effect on the total time to source of adding tiers to the procurement side of the supply chain?

- A. increases
- B. decreases
- C. no effect
- D. reverse logistical

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 392

All of the following flows can be Internet-based when the company sells intellectual property such as music EXCEPT with the possibility of which one:

- A. product or service
- B. information
- C. cash
- D. reverse logistics

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 393

Information concerning supply is conveyed through all of the following EXCEPT:

- A. orders
- B. packing slip
- C. bills of lading
- D. advance shipping notice

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 394

Which production strategy has the push-pull boundary before product design?

- A. make-to-stock
- B. assemble-to-order

- C. made-to-order
- D. engineer-to-order

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 395

Which production strategy has the push-pull boundary between product design and purchasing of raw materials?

- A. make-to-stock
- B. assemble-to-order
- C. made-to-order
- D. engineer-to-order

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 396

Which production strategy has the greatest amount of pull associated with it?

- A. make-to-stock
- B. assemble-to-order
- C. made-to-order
- D. engineer-to-order

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 397

Which production strategy relies most heavily on demand forecasts?

- A. make-to-stock
- B. assemble-to-order
- C. made-to-order
- D. engineer-to-order

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 398

Which of the following is a technology that embeds tags in data to identify each element of the data and give it meaning?

- A. XML
- B. Web Services
- C. HTML
- D. APS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 399

Which of the following is a recurring theme for well run supply chains?

- A. activity-based costing
- B. cross-functional teams
- C. RFIDs
- D. point-of-sale (POS) system

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 400

What would the percentage of supply chain expenses need to be in order to achieve a 50% increase in gross profits? The current percentages are 100% for revenue, 10% for supply chain expense, 80% for other expenses, and hence, gross profit is 10%. Assume the revenues remain constant and the other expenses percentage remains constant at 80%.

- A. 1 percent
- B. 5 percent
- C. 10 percent
- D. 50 percent
- E. 150 percent

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 401

Which of the following are types of discounts?

- A. price break given to all units
II. price break given to units above the price break quantity III. price break based on the total dollar amount
- B. I only
- C. II only
- D. I and II
- E. I and III
- F. I, II and III

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 402

What is a pallet called when it contains more than one type of product going to a single destination?

- A. transport pallet
- B. full pallet
- C. mixed pallet
- D. secondary pallet

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

appropriate answer.

QUESTION 403

Which flow within the supply chain typically motivates the other three?

- A. goods and services
- B. information
- C. cash
- D. reverse logistics

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 404

Which of the following types of measures is the simplest measure?

- A. measures of time
- B. measures of cost
- C. measures of efficiency
- D. measures of effectiveness

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:
Explanation: