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QUESTION NO: 1

A company currently has a significantly long lead time in determining the disposition of returned products. Which of the following nonprocedural areas should the company look into as it performs a root cause analysis?

- A. Financial department to see if the sales personnel are reluctant to charge the returns to sales
- B. Quality department to see if the process for determining disposition is inefficient
- C. Customer service department to see if they are taking a long time to address customer concerns
- D. Material handling department to see if it is taking excessive time to handle defective product

ANSWER: D

QUESTION NO: 2

A pharmaceutical company makes drugs that control the spread of the influenza virus after outbreaks occur. Deployment to outbreak areas requires a transportation mode that is fast and provides door-to-door connectivity. Which of the following modes of transportation should the company choose?

- A. Intermodal
- B. Truck
- C. Drone
- D. Air

ANSWER: B

QUESTION NO: 3

The scope of logistics includes transportation.

- A. order processing, inventory carrying costs, and production output.
- B. inventory carrying costs, warehousing, and cost management.
- C. manufacturing, customer accommodation, and purchasing.
- D. inventory carrying costs, order processing, and warehousing.

ANSWER: B

QUESTION NO: 4

A company is considering implementing collaborative planning, forecasting, and replenishment (CPFR). Which of the following statements best reflects one of the objectives of CPFR?

- A. It represents a sequence of business processes between consumers and retailers.
- B. It replaces traditional forecasting methods with a shared single forecast among trading partners.
- C. It represents a sequence of business processes within the manufacturing environment.
- D. It replaces traditional inventory management procedures with a vendor-managed inventory (VMI) system.

ANSWER: A

QUESTION NO: 5

Which of the following inventory ordering techniques would a company's corporate warehouse utilize if it is interested in meeting both the quantity and timing requirements of demand from its regional warehouses?

- A. Distribution requirements planning (DRP)
- B. Fixed order quantity/variable cycle
- C. Periodic review
- D. Kanban

ANSWER: D

QUESTION NO: 6

Which of the following outcomes is a potential advantage of operating an efficient reverse logistics process?

- A. Provides competitive differentiation
- B. Enables visibility throughout the supply chain
- C. Improves the product life cycle
- D. Reduces transportation costs

ANSWER: A

QUESTION NO: 7

A company would like to eliminate unnecessary returns and/or minimize handling. It designs a process to check and screen merchandise at the entry point into the organization. This is an example of:

- A. defect reduction.
- B. avoidance.
- C. gatekeeping.
- D. asset recovery.

ANSWER: C

QUESTION NO: 8

A logistics service provider has an average on-time delivery of 30%, average damage free delivery of 30%, and average correct documentation of 30%. Which of the following values represents the probability that the next delivery would be on-time, damage free, and with correct documentation?

- A. 0%
- B. 3%
- C. 30%
- D. 90%

ANSWER: D

QUESTION NO: 9

A third-party logistics (3PL) provider is seeking to market its value-added warehousing services to international shippers. These services refer to activities such as:

- A. selecting the best location in the warehouse for storage and retrieval.
- B. total warehousing cost minimization on equipment, maintenance, and labor.
- C. customization services like packaging, labeling, kitting, and setting up displays.
- D. improving overall quality measured by ad-hoc metrics according to international standards.

ANSWER: B

QUESTION NO: 10

An organization encourages proactive internal design efforts and collaboration with supply chain partners in order to consume less raw materials. This business practice reflects which of the following dimensions of sustainability?

- A. Education
- B. Ethics

C. Economics

D. Environmental

ANSWER: D