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NEW QUESTION: 1

Which of the following statements best describes the motivation for the creation of the Global Reporting initiative (GRI) sustainability reporting guidelines?

Answer:

To combat widely reported sustainability abuses of multi-national companies
B To combat increased globalization and consumption of natural resources
To support governmental regulation on use and export of natural resources
To support companies working to make their operations more sustainable

NEW QUESTION: 2

A manufacturer offers a trade-in allowance on a new machine when the customer returns the old machine. The manufacturer reconditions the returned machine locally and then sells it on the used market for a profit. This program is an example of a focus on:

- A. gray box design.
- B. environmentally sensitive engineering.
- C. green manufacturing.
- D. sustainability in operations.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 3

Which of the following types of information would be an appropriate basis for a qualitative forecast?

- A. Leading indicators
- B. Shipment history
- C. Market research data
- D. Order history

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

The implementation of major enterprise-wide changes to eliminate or significantly reduce waste is related to which of the following concepts?

- A. Kanban
- B. Kaizen
- C. Six Sigma
- D. Lean

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 5

When an importer and manufacturer are operating in a free trade zone, payment of a customs duty is triggered when products are:

- A. stored.
- B. assembled.
- C. distributed.
- D. returned.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

In a service environment, a decrease in demand over the long term will most likely result in:

- A. decreased cost of service.
- B. decreased cycle time.
- C. Increased cycle time.
- D. increased cost of service

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 7

A company distributes its products through wholesale, retail stores, and its e-commerce website. Inventory and demand forecasting for each channel is managed separately. The company is experiencing high levels of obsolete inventory. Which of the following strategies is most likely to reduce the levels of obsolescence?

- A. Negotiate lower costs with suppliers.
- B. Open more outlet stores.
- C. Pool inventory and the forecast.
- D. Place smaller orders with suppliers.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 8

The most effective means to measure customer loyalty would use which of the following approaches?

- A. Analyzing customer repurchase patterns
- B. Determine the ability to satisfy a customer's delivery date
- C. Conduct customer survey for direct feedback
- D. Monitor rate of call center activity

Answer: (SHOW ANSWER)

NEW QUESTION: 9

Which of the following statements about functional products is true?

- A. They are sold at a limited number of locations.
- B. They have low profit margins.
- C. They have an unpredictable demand.
- D. They have a short life cycle.

Answer: (SHOW ANSWER)

NEW QUESTION: 10

A manufacturer of plastic components that are sold either directly or through distributors wants to identify the requirements of the end customers for each market segment. Which of the following approaches would be most appropriate?

- A. Analyzing the buying history for each of the market segments
- B. Sending samples of potential future products to the final customers
- C. Conducting a market research project
- D. Asking the manufacturer's direct customers

Answer: C (LEAVE A REPLY)

NEW QUESTION: 11

The use of a seasonal index as a forecasting technique measures the ratio of the:

- A. average seasonal demand to the standard deviation of the demand for all periods.
- B. standard deviation of the seasonal demand to the standard deviation of demand for all periods.
- C. average demand for all periods to the average seasonal demand.
- D. average seasonal demand to the average demand for all periods.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 12

A retailer that operates a three-level distribution network is considering eliminating one level in the network and shipping directly from the regional warehouses to the retail outlets. Which of the following outcomes is most likely to result?

- A. Deliveries to the retail outlets will decrease in number.
- B. Risk pooling benefits will decrease.

- C. Retail outlet order frequency will decrease.
- D. Total transportation costs will decrease.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 13

When a company undertakes a win-back strategy without considering the profitability of customer accounts, it is neglecting which of the following key elements?

- A. Scoring
- B. Prospecting
- C. Loyalty
- D. Segmentation

Answer: D (LEAVE A REPLY)

NEW QUESTION: 14

To handle a dispute over damage to goods shipped between two countries, which international standard should be applied?

- A. Export Trading Company (ETC) Act
- B. Incoterms
- C. Omnibus Foreign Trade and Competitiveness Act
- D. United Nations (UN) Global Compact

Answer: B (LEAVE A REPLY)

NEW QUESTION: 15

Products that share characteristics of predictable demand and low profit margin will have competition based on which of the following?

- A. Fastest to market
- B. Supply flexibility
- C. Product improvements
- D. Lowest landed cost

Answer: A (LEAVE A REPLY)

NEW QUESTION: 16

Increased collaboration and access to channel partner competencies are achieved by sharing:

- A. cost sharing and partner agreements
- B. inventory and transactions
- C. transportation and incentive plans.
- D. data and business intelligence.

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 17

In order to decrease shipping costs, a shipper would take which of the following actions?

- A. Increase the weight shipped and consolidate shipments.
- B. Decrease the weight shipped and use break-bulk shipments.
- C. Utilize less-than-truckload (LTL) shipments versus truckload (TL).
- D. Use a common carrier rather than a contract carrier.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 18

Which of the following factors is crucial to advancing cooperation between customers and suppliers?

- A. Mutual trust
- B. A legal agreement
- C. Financial dependency
- D. Mutual need

Answer: (SHOW ANSWER)

NEW QUESTION: 19

Companies are more likely to consider the consequences of their product design decisions when they view the reverse supply chain as an extension of the:

- A. manufacturing process.
- B. marketing process.
- C. sales and operations planning process.
- D. forward supply chain.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 20

Which of the following actions by a group of trading partners is most likely to quickly improve their economic performance?

- A. Outsourcing interorganizational business processes
- B. Developing a comprehensive product and service strategy
- C. Redesigning product packaging to reduce volume and weight
- D. Implementing collaborative interorganizational systems

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

Implementing a balanced scorecard for a supply chain typically would include which of the following actions?

- A. Responding to resistance
- B. Calculating partner performance
- C. Communicating the strategic purpose to partner organizations
- D. Aligning partner performance based on channel-master requirements

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 22

Which of the following performance indicators can be used to measure the effectiveness of a vendor- managed inventory program?

- A. In-stock rate
- B. Inventory usage
- C. Number of inventory receipts
- D. Inventory returns

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 23

A company's supply chain depends heavily on sourcing from international suppliers. Conditions increasingly threaten supply continuity. Which of the following actions is most appropriate?

- A. Carry additional safety stock.
- B. Conduct a risk assessment.
- C. Source from domestic suppliers.
- D. Spread logistics across multiple carriers.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 24

A distribution requirements planning (DRP) system is implemented primarily to monitor or manage:

- A. demand variation
- B. supplier capacity
- C. inventory replenishment
- D. customer demand

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 25

Allowing for organizational restructuring is an example of which of the following steps in creating successful strategic alliances among suppliers?

- A. Planning for change
- B. Conducting pulse checks
- C. Negotiating a win-win deal
- D. Managing multifaceted relationships

Answer: A (LEAVE A REPLY)

NEW QUESTION: 26

What is the primary role of marketing in supporting supply chain management?

- A. Working with research and development on slow-moving products
- B. Developing efficient customer channels
- C. Selecting favored supplier partners
- D. Focusing on short-term forecasting accuracy

Answer: (SHOW ANSWER)

NEW QUESTION: 27

The use of theory of constraints (TOC) differs from traditional decision making because it:

- A. places greater emphasis on timing than cost in adjusting resources that are limiting business performance
- B. examines the resource's utilization rather than the cost of a product
- C. provides a way to analyze the operating cost of a resource that is easier to use than traditional accounting methods
- D. recognizes that the individual resources that limit business performance are difficult to find and manage

Answer: (SHOW ANSWER)

NEW QUESTION: 28

Which of the following approaches would be used to enhance compliance, minimize risks, and connect supply chain activities when exporting products to emerging markets?

- A. Distribution requirements planning (DRP)
- B. Global trade management
- C. Logistics network planning
- D. Supply chain event management (SCEM)

Answer: B (LEAVE A REPLY)

NEW QUESTION: 29

Shortly after implementation of a supplier quality management program, the customer's and supplier's measurements of an attribute differ. The most appropriate course of action is to:

- A. use the customer's data for the attribute.

- B. stop measuring performance for the attribute.
- C. investigate data collection methods.
- D. redefine performance criteria.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 30

Which of the following actions is most appropriate to take with a supplier whose ratings are below the agreed-upon performance levels?

- A. Inform the supplier that they are on probation for 3 months.
- B. Place outstanding contracts with the supplier on hold.
- C. Modify the supplier performance expectations.
- D. Discuss ways to raise the ratings for the next review period.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 31

Effective data acquisition for supply chain management requires:

- A. establishment of market standards for forecasting accuracy.
- B. identification of products that have market predictability.
- C. establishment of a six-segment matrix classifying function and innovation.
- D. identification of the proper supply chain profile for the product type.

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 32

Which of the following warehousing approaches combines inventory from multiple suppliers into a consolidated shipment to a specific customer?

- A. Cross-docking
- B. Drop shipping
- C. Bulk-breaking
- D. Reverse logistics

Answer: A (LEAVE A REPLY)

NEW QUESTION: 33

Which of the following criteria are important when establishing a warehouse distribution system?

- A. Service level desired and local presence
- B. Cost of the overall system and service level desired
- C. Transportation costs and material handling costs
- D. Material and handling costs and proximity to customers

Answer: C (LEAVE A REPLY)

NEW QUESTION: 34

For an item with high profit impact and low supply risk, what would be a likely procurement strategy to support the overall supply strategy?

- A. Vertically integrate the supply chain.
- B. Ensure supply, even at a premium cost.
- C. Exploit purchasing power and minimize cost.
- D. Form a strategic sourcing group.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 35

Which of the following terms represents a time series forecasting technique?

- A. Causal
- B. Multiple regression
- C. Mean absolute deviation (MAD)
- D. Moving average

Answer: D (LEAVE A REPLY)

NEW QUESTION: 36

One key factor to consider when selecting suppliers for their potential to sustain long-term, mutually profitable relationships is:

- A. landed cost.
- B. quality metrics.
- C. financial viability.
- D. operational performance.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 37

Which of the following scenarios represents a correct application of the Supply-Chain Operations Reference-model (SCOR)?

- A. Sales and marketing refers to SCOR to improve demand generation.
- B. Marketing and development incorporates SCOR Level I metrics for new product design.
- C. Production and engineering uses SCOR best practices to design a new "make" process flow.

D. Distribution and logistics selects suppliers from the SCOR reference list.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 38

Which of the following metrics would be most appropriate for a group of trading partners that is trying to gain competitive advantage through supply chain reliability?

- A. Order-fill rate performance
- B. Cash-to-cash cycle time
- C. Supply chain response time
- D. Value-added productivity per employee

Answer: A (LEAVE A REPLY)

NEW QUESTION: 39

Which of the following principles is included in the United Nations (UN) Global Compact?

- A. Risk management
- B. Trading blocs
- C. Anti-corruption
- D. Accounting standards

Answer: C (LEAVE A REPLY)

NEW QUESTION: 40

A group of trading partners that produce and distributes supplies to commercial and industrial customers has decided to pursue competitive advantage by being responsive to customers' needs. The most appropriate positioning of safety stock to support this initiative would be at:

- A. a central warehouse for each market segment.
- B. the distribution centers (DCs) closest to the customers.
- C. each node in the distribution channel.
- D. each production facility.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 41

In which of the following forms of electronic commerce do suppliers attempt to offer the lowest price to buyers?

- A. Reverse auction
- B. Dutch auction
- C. Business-to-consumer sales (B2C)
- D. Business-to-business commerce (B2B)

Answer: A (LEAVE A REPLY)

NEW QUESTION: 42

Companies are more likely to consider the consequences of their product design decisions when they view the reverse supply chain as an extension of the:

- A. marketing process.
- B. manufacturing process.
- C. forward supply chain.
- D. sales and operations planning process.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 43

Which of the following levels in a supply chain network represents the most upstream external activity?

- A. Manufacturing to supplier
- B. Supplier to contractor
- C. Customer to distribution
- D. Customer to contractor

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

Which of the following tools is most appropriate for understanding why products fail?

- A. Control chart
- B. Pareto analysis
- C. Root cause analysis
- D. Run chart

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 45

A manufacturer's inventory levels are growing and service levels are dropping. Which of the following supply chain strategies is most appropriate to reduce inventory and improve service?

- A. Optimize the total cost.
- B. Increase the safety stock on all items.
- C. Reduce the setup time.
- D. Implement batch operations.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 46

Which of the following processes enables joint planning of key supply chain activities?

- A. Distribution requirements planning (DRP)
- B. Collaborative planning forecasting, and replenishment (CPFR)
- C. Supply chain event management (SCEM)
- D. Vendor-managed inventory (VMI)

Answer: B (LEAVE A REPLY)

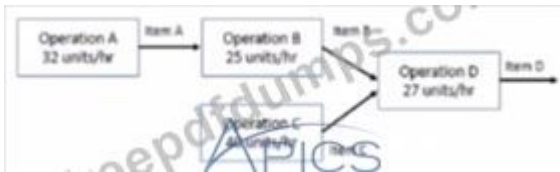
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NEW QUESTION: 47

The diagram below shows the process of manufacturing of item D and the capacity of each operation. Each operation requires one unit from the previous step.



Which of the following is the total production throughput?

- A. 27 units/hr.
- B. 84 units/hr.
- C. 25 units/hr.
- D. 65 units/hr.

Answer: (SHOW ANSWER)

NEW QUESTION: 48

Which of the following statements regarding ANSI Z.10 occupational safety and health standards is correct?

- A. They are a mandatory standard on occupational health and safety management systems.
- B. They require training and reevaluation for organization safety.
- C. They are an extension of the ISO 31000 Risk management standard.
- D. They are compatible other managed system standards, such as ISO 9000 and 14000 Series.

Answer: (SHOW ANSWER)

NEW QUESTION: 49

Which of the following options typically is a component of sales force automation during implementation of customer relationship management (CRM)?

- A. Response management
- B. Opportunity management

- C. Automatic call distribution
- D. Online product configuration

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

An order with a requested ship date inside the demand time fence (DTF) has been received. There is no inventory available-to-promise (ATP). Which of the following positions is most appropriate to decide whether or not to accept the order?

- A. Master scheduler
- B. Sales manager
- C. Order entry representative
- D. Operations manager

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 51

Which of the following types of raw materials would be most appropriate to source via an Internet-based trading exchange?

- A. Expensive material for which there are several substitutes
- B. Expensive material that is critical to the finished good
- C. Inexpensive material that is critical to the finished good
- D. Inexpensive material for which there are many sources

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

Which of the following metrics is the most appropriate measure of supply chain asset efficiency?

- A. Upside flexibility
- B. Return on equity
- C. Cash-to-cash cycle time
- D. Net present value (NPV)

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 53

Customizing can be an effective warehousing strategy because it allows a company to:

- A. add value to the product through modification, labeling, and packaging.
- B. allocate available storage space to optimize handling costs.
- C. address trade-offs between space and material handling needs.
- D. effectively design its inbound and outbound dock areas.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

Which of the following supply chain fulfillment strategies is more commonly associated with e-commerce enabled supply chains?

- A. Fewer reverse logistics activities
- B. Parcel shipments
- C. Small number of niche customers
- D. Push system

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 55

Which of the following ISO standards is used to assist organizations with sustainable development?

- A. ISO 31000
- B. ISO 9001
- C. ISO 26000
- D. ISO 14001

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 56

A company's decision to charge different prices for the same service sold in different market segments is most likely based on which of the following metrics?

- A. Lifetime customer value (LCV)
- B. Return on investment (ROI)
- C. Internal rate of return (IRR)
- D. Net present value (NPV)

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 57

Organizations can take which of the following actions as an outcome of SWOT analysis?

- A. Emphasize their internal negative factors.
- B. Publish their internal positive factors.
- C. Control external negative factors.
- D. Take advantage of external positive factors.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

Producing finished goods in a manufacturing environment has which of the following financial impacts?

- A. Conversion of overhead costs to assets
- B. Conversion of assets to equity
- C. Conversion of overhead costs to liabilities
- D. Conversion of assets to overhead costs

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 59

The purchasing manager of a company wants to minimize stock-outs as well as obsolete inventory. Which of the following tools needs to be implemented?

- A. Buy-back contracts
- B. Blanket purchase order
- C. Business-to-business integration software
- D. Advanced planning and scheduling (APS)

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 60

Which of the following factors typically is the most significant impediment to implementing collaborative commerce?

- A. Return on investment (ROI)
- B. Corporate culture
- C. Security
- D. Technology barriers

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 61

A company has significant cash invested in its finished goods inventories. What action can this company take to significantly reduce its inventory investment while maintaining its customer service levels?

- A. Increase component assembly lead times
- B. Begin production after receipt of customer orders
- C. Plan key component material with preferred suppliers
- D. Move the customer decoupling point from finished goods to components

Answer: C ([LEAVE A REPLY](#))

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NEW QUESTION: 62

Maintaining a long-term collaborative relationship with a trading partner requires:

- A. standardized terms of agreement.
- B. one partner regularly exercising power.
- C. formal and informal communication.
- D. interconnected information systems.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

A company produces and distributes a family of soft drinks in a single country. It has developed and will introduce a new family of soft drinks for weight- and health-conscious individuals. There currently are no competitors with nationwide distribution for this category of soft drinks. Which of the following supply chain strategies would be most appropriate for the two product families?

- A. Produce both product families to forecast and push through the distribution system.
- B. Produce the current product family to forecast and the new product family to order.
- C. Produce both product families only after receipt of a distributor order.
- D. Produce the current product family to order and the new product family to forecast.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

When determining lot sizes, consideration should be given to balancing which of the following costs?

- A. Quality costs and product costs
- B. Unit sales price and unit cost
- C. Ordering costs and carrying costs
- D. Cost of goods sold (COGS) and indirect labor costs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

A firm has captured the following information for a product family:

Product Data	Days
Supply of inventory	53
Payables outstanding	25
Receivables outstanding	34
Time to fill an order	14
Production lead time	7

The cash-to-cash cycle time is how many days?

- A. 62
- B. 41
- C. 74
- D. 44

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 66

An information technology system that couples enterprise resources planning and an advanced planning system would be most appropriate for which of the following types of business operations?

- A. Multiple plants in the same supply chain
- B. Multiple supply chains of different products
- C. Multiple supply chains of the same product
- D. Multiple plants in multiple industries

Answer: [A \(LEAVE A REPLY\)](#)

NEW QUESTION: 67

A company with a fleet of trucks is considering using a third-party logistics (3PL) provider to distribute a new product. Which of the following benefits most likely will result?

- A. Better market accessibility
- B. Limited exposure to regulatory violations
- C. Fewer tax implications
- D. Fixed delivery costs

Answer: [B \(LEAVE A REPLY\)](#)

NEW QUESTION: 68

A large retailer has negotiated buyback contracts with several suppliers. The suppliers typically will need which of the following systems to effectively implement the contracts?

- A. Sales incentives to reward the retailer
- B. Monitoring the retailer's revenue
- C. Point-of-sale tracking
- D. Well-developed reverse logistics

Answer: D (LEAVE A REPLY)

NEW QUESTION: 69

Which of the following elements is critical to successfully using a sales and operations planning process?

- A. Aligning the forecast to the annual budget
- B. Implementing bottom-up decision making
- C. Focusing on performance of the past 12 to 18 months
- D. Implementing a unified cross-functional plan and process

Answer: (SHOW ANSWER)

NEW QUESTION: 70

Which of the following rider less material handling systems can be characterized by movement along the floor using optical, magnetic, or wireless control?

- A. Automated storage/retrieval system (AS/RS)
- B. Automated guided vehicle system (AGVS)
- C. Robotics
- D. Sortation

Answer: B (LEAVE A REPLY)

According to the APICS Supply Chain Operations Reference Model SCOR1, an automated guided vehicle system (AGVS) is a type of rider less material handling system that can be characterized by movement along the floor using optical, magnetic, or wireless control. AGVSs are used to transport materials within a facility or between facilities without human intervention.

NEW QUESTION: 71

A manufacturer uses standard costing, and a potential supplier uses activity-based costing. This difference most likely will have implications for which of the following types of future decisions?

- A. Price concessions
- B. Freight terms
- C. Make-or-buy
- D. Distribution warehouse locations

Answer: C (LEAVE A REPLY)

NEW QUESTION: 72

A company's competitive advantage is product differentiation. The company has multiple new products with unique features targeted to various customer groups. It plans to sell its products via retail channels and online. One of the activities the company should focus on first when determining inventory levels for each product is:

- A. setting price points for each product.
- B. planning equivalent inventory levels for each product.
- C. identifying and documenting each market segment's need.
- D. determining inventory levels at retail outlets.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 73

Risk pooling enables a lower total inventory level without affecting service levels based on which of the following assumptions?

- A. Aggregate demand is more accurate than disaggregate demand.
- B. The supplier shares some risk for holding inventory.
- C. Inventory turnover ratio can be reduced.
- D. The planning time fence can be adjusted as needed.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 74

Which of the following types of data most likely will be communicated between two parties who have formed a strategic alliance?

- A. Product specifications
- B. Stochastic
- C. Proprietary
- D. Bill of material (BOM)

Answer: C (LEAVE A REPLY)

NEW QUESTION: 75

A toy company decides to buy more products from an overseas company to reduce costs. To make sure that goods clear customs more quickly, the company most likely would engage a:

- A. overseas carrier.
- B. freight forwarder.
- C. shipping association.
- D. consolidator.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 76

Which of the following tools has improved management of the customer pipeline?

- A. Sales force automation (SFA)
- B. Third-party logistics (3PL)
- C. Business-to-business (B2B) commerce
- D. Point-sale (POS) metrics

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 77

Total line-haul costs vary directly with:

- A. weight shipped.
- B. the number of times a shipment is handled.
- C. shipping time.
- D. distance shipped.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 78

Which of the following is the key benefit obtained by using technology in supply chain?

- A. Display product or service offerings online for easy access to information
- B. Invoicing and payment can be done online improving cash-to-cash cycle time
- C. Business can quickly tailor their service to customer expectations
- D. Orders can be received online and shipped via online system quickly

Answer: C (LEAVE A REPLY)

NEW QUESTION: 79

Due diligence for conflict- or high-risk-materials should include which of the following processes:

- A. a method to track the country of origin of materials when they leave the country.
- B. ability to provide documentation of the source materials when they are imported into United Nations countries.
- C. a system of controls and transparency regarding the traceability of materials through the supply chain.
- D. certification primarily by companies that are selling directly to consumers about the firm's tier one suppliers.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 80

Which of the following tools will facilitate greater collaboration as the supply chain matures?

- A. Supplier relationship management (SRM) to select a vendor
- B. Enterprise resources planning (ERP) to forecast demand
- C. Customer relationship management (CRM) to automate the sales force
- D. Supply chain event management (SCEM) to increase visibility of changing situations

Answer: C (LEAVE A REPLY)

NEW QUESTION: 81

A supplier disputes a low rating generated by a company's enterprise resources planning (ERP) system. Which of the following actions by the purchasing agent is most appropriate?

- A. Compare the vendor and company detail records, and interview company employees who handled the data.
- B. Advise the ERP information technology manager that there is a flaw in the rating system.
- C. Scrap the vendor rating system until the company can figure out what is wrong.
- D. Tell the supplier that, regardless of the disputed claims, the supplier must improve performance.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 82

A company is seeking to attract recent college graduates as customers. Which of the following market characteristics should the company use in order to segment its customers?

- A. Cultural
- B. Price sensitivity
- C. Demographic
- D. Geographic

Answer: C (LEAVE A REPLY)

NEW QUESTION: 83

A procurement manager wants to reduce costs on commodity items. Which of the following actions is likely to result in the greatest savings?

- A. Renegotiating contracts with commodity suppliers
- B. Standardizing and eliminating redundant items
- C. Leveraging group purchasing power
- D. Conducting a supplier review and recertification

Answer: C (LEAVE A REPLY)

NEW QUESTION: 84

A third-party logistics (3PL) provider most likely will add the greatest contributed value in the supply chain by:

- A. lowering a company's logistics budget.
- B. increasing a company's transportation assets.
- C. enhancing a company's own logistics organization.
- D. allowing a company to improve focus on core competencies.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 85

Which of the following technologies best enables pulling products through the supply chain?

- A. Automatic identification system (AIS)
- B. Point-of-sale (POS) system
- C. Customer relationship management (CRM)
- D. Supply chain event management (SCEM)

Answer: (SHOW ANSWER)

According to the APICS CSCP - Supply Chain Management Certification, a point-of-sale (POS) system is a technology that captures sales data at the time and place of purchase by scanning bar codes or RFID tags on products or using other methods of identification. A POS system can transmit sales data in real time to other systems in the supply chain, such as inventory management, demand planning, replenishment, or distribution. A POS system enables pulling products through the supply chain, as it triggers orders based on actual customer demand rather than forecasts or schedules.

NEW QUESTION: 86

One of the drawbacks to using ISO 26000 is that it:

- A. is one of the most expensive ISO standards to implement
- B. only provides guidance and cannot be certified as can other ISO standards
- C. is only recognized by a few countries, due to the strict standards
- D. incorporates different standards for different countries

Answer: D (LEAVE A REPLY)

NEW QUESTION: 87

Value stream mapping provides the most benefit when:

- A. analyzing customer requirements.
- B. implementing an information technology strategy.
- C. planning kaizen events.
- D. identifying nonvalue-added activities.

Answer: (SHOW ANSWER)

NEW QUESTION: 88

In a make-or-buy decision, if the product is modular and the company is dependent on knowledge and capacity, outsourcing most likely will be:

- A. considered necessary
- B. considered risky
- C. company policy
- D. viewed as a way to reduce costs

Answer: D (LEAVE A REPLY)

NEW QUESTION: 89

Using financial tools to minimize the impact of currency fluctuations is an example of what type of risk management strategy?

- A. Recovery
- B. Prevention
- C. Mitigation
- D. Diversification

Answer: C (LEAVE A REPLY)

NEW QUESTION: 90

Which of the following activities occurs as part of the sales and operations planning process?

- A. The next quarter's forecasts are presented by sales staff to finance and operations personnel at the final meeting.
- B. Strategic plans are adjusted based on changing operating situations.
- C. Time fences are matched to master production schedule horizons.
- D. Plans are converted to financial projections and capacity requirements.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 91

The European Union (EU) is an example of:

- A. a trading bloc.
- B. globalization.
- C. a nongovernmental organization (NGO).
- D. country-to-country commerce.

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 92

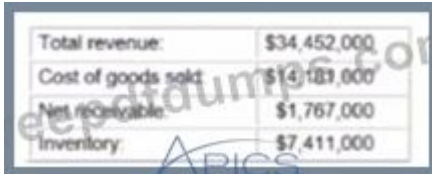
A key challenge in managing the supply chain for an innovative product is that:

- A. the product life cycle will be long.
- B. inventory levels must be minimal.
- C. contribution margins will be slim.
- D. product demand will be volatile.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 93

What is the inventory turnover for a company with the following financial data?



Total revenue:	\$34,452,000
Cost of goods sold	\$14,189,000
Net receivable	\$1,767,000
Inventory	\$7,411,000

- A. 1.91
- B. 19.50
- C. 8.03
- D. 4.64

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 94

Inbound logistics is a supply chain management term used for:

- A. receiving, storing, and issuing finished goods to consumers.
- B. activities associated with transforming inputs into final products.
- C. providing services to customers to maintain the value of the product.
- D. receiving, inventorying, and issuing materials to the production activities.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 95

Which of the following measures would be an appropriate indicator of the marketing and sales organization's support of the sales and operations planning (S&OP) process?

- A. New customers as a percent of total customers
- B. Total revenue as a percent of planned revenue
- C. Finished goods inventory as a percent of planned inventory
- D. Percent of product introductions completed on schedule

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 96

Which of the following metrics is the most appropriate measure of the availability of products to ship in a make-to-stock environment?

- A. Average customer order lead time
- B. Fill rate
- C. Backlog level
- D. Perfect order percentage

Answer: B (LEAVE A REPLY)

NEW QUESTION: 97

A company develops annual forecasts for key products and enters into annual contracts with key suppliers based on the forecasts. Which of the following benefits would the company most likely receive from this approach?

- A. Shorter delivery lead times
- B. Higher-quality products
- C. Lower prices
- D. Improved service

Answer: C (LEAVE A REPLY)

NEW QUESTION: 98

A company that manufactures complex mechanical assemblies to customer order and ships them directly to the customer is implementing manufacturing cells. The benefit most likely to result from this effort is a reduction in the:

- A. time to fill customer orders.
- B. response time to a request for quote.
- C. production planning horizon.
- D. number of component shortages.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 99

Demand management involves which of the following undertakings?

- A. Creating higher customer demand by improving performance in areas such as lead time and service levels
- B. Engaging in activities associated with customer relationship management
- C. Understanding events and managing activities that could influence future demand
- D. Adjusting capacity to support expected demand

Answer: C (LEAVE A REPLY)

NEW QUESTION: 100

Which of the following measures best describes fill rate?

- A. Percentage of closed orders to total orders
- B. Ratio of cost of goods sold to available inventory
- C. Ratio of available inventory to cost of goods sold (COGS)
- D. Percentage of demand satisfied by available inventory

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 101

A company that sells 60 units of product in a given year and has an average quantity on hand of 10 units. There are 360 selling days and 261 production days in the year. The company has on hand how many days of product inventory?

- A. 43
- B. 0.16
- C. 0.23
- D. 60

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 102

Incorporating supplier input into product and process design helps to:

- A. maintain quality.
- B. reduce time to market.
- C. stabilize product costs.
- D. save costs to the buyer.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 103

The strategy to implement supplier relationship management has been developed. The most appropriate next step is to:

- A. conduct a pilot implementation.
- B. develop policies for alliances.
- C. develop criteria for prospective partners.
- D. select initial partners.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 104

The most likely benefit of implementing a collaborative transportation management system is:

- A. lower distribution center operating costs.
- B. less variability in transportation costs.
- C. fewer transportation planners.
- D. less variability in picking and packing time.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 105

A company has adequate average available capacity but does not maintain surge capacity. With a distribution route to manage, which of the following actions will provide the most capacity relief?

- A. Increasing product queue times
- B. Increasing order-fulfillment lead times
- C. Increasing prices with a 30-day effective date
- D. Implementing allocation

Answer: B (LEAVE A REPLY)

NEW QUESTION: 106

A key assumption of the economic order quantity (EOQ) is that:

- A. reorder frequency is fixed.
- B. the rate of demand is continuous and constant.
- C. future demand cannot be projected.
- D. as the lot size decreases, the setup cost per unit decreases.

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 107

After identifying the potential causes for delays in communicating demand information up the supply chain, the trading partners should take which of the following actions?

- A. Identify the root causes for the delays.
- B. Change procedures so data is communicated more frequently.
- C. Map and analyze the value stream.
- D. Implement a higher-speed data communications network.

Answer: (SHOW ANSWER)

NEW QUESTION: 108

Unresolved conflicts from the sales and operations planning (S&OP) process will result in which of the following outcomes?

- A. Supply will take precedence

- B. Senior management resolution
- C. Supply and demand will come to a consensus
- D. Demand will take precedence

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 109

A distributor wants to run a promotion on an item that a manufacturer has just introduced. Which of the following processes would provide the most useful input data for evaluating the impact of promotions?

- A. Transportation planning
- B. Demand planning
- C. Inventory management
- D. Production scheduling

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 110

Which of the following actions by a manufacturer most likely would improve service levels throughout the supply chain?

- A. Reducing product variety
- B. Increasing promotions
- C. Increasing market penetration
- D. Reducing profit-margin expectations

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 111

Which of the following outcomes is an expected benefit of effectively implementing supply chain event management software?

- A. Files are transferred from one corporation to another.
- B. Notifications of variances from plans are triggered.
- C. Inventory data are captured in real time.
- D. Communication protocols between companies are standardized.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 112

Which of the following actions typically would be the first step in implementing the philosophy of customer relationship management?

- A. Documenting the objectives for implementation
- B. Developing a map of the customer segments
- C. Selecting an information technology solution
- D. Creating a customer-centric organization

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 113

A company has determined that products sold to a large, strategic customer have unacceptable low variable margins. Which of the following strategies should the company use to improve profitability of sales to that customer?

- A. End the relationship and seek out a profitable customer to replace it.
- B. Implement a balanced scorecard.
- C. Evaluate the products' value to the customer and adjust prices accordingly.
- D. Move the production of the products to a low labor cost location.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 114

A shipping company investing to reduce damages due to weather conditions is an example of:

- A. risk mitigation.
- B. risk tolerance.
- C. risk exposure.
- D. risk resilience.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 115

Raw material costs have been rising and much of the inventory has been in-house for several months. Which of the following inventory accounting methods would maximize reported company assets?

- A. First in, first out (FIFO)
- B. Moving average cost
- C. Activity-based cost
- D. Last in, first out (LIFO)

Answer: A (LEAVE A REPLY)

NEW QUESTION: 116

Sell-side e-commerce must include:

- A. automated order entry and tracking.
- B. advance ship notice (ASN).
- C. electronic data interchange (EDI).
- D. automated returns processing.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 117

Which of the following types of lead times is related most closely to a supplier performance measure?

- A. Overall
- B. Process
- C. Fulfillment
- D. Replenishment

Answer: D (LEAVE A REPLY)

NEW QUESTION: 118

A company that produces standardized products and sells them through retailers via a responsive transportation system has decided to expand its sales with an online store for customized products. Which of the following distribution strategies would be the most appropriate for the business-strategy change?

- A. A centralized distribution center serving retailers with transshipment arrangements serving online sales
- B. A centralized distribution center serving retailers and direct shipment from the factory serving online sales
- C. Local distribution centers serving retailers and online sales
- D. Centralized cross-docking facilities serving retailers and online sales

Answer: B (LEAVE A REPLY)

NEW QUESTION: 119

Throughout most of the supply chain, safety stock will be de-emphasized as a result of improved:

- A. information.
- B. planning.
- C. supply.
- D. cycle stock

Answer: D (LEAVE A REPLY)

NEW QUESTION: 120

Quality function deployment (QFD) is a methodology designed to ensure that:

- A. quality is maintained at all levels of the organization.
- B. defective products do not reach customers.
- C. customer requirements are understood and met.
- D. suppliers providing high-quality parts are certified.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 121

A company that produces a set of standard products, which are sold through multiple channels, would segment its sales by:

- A. brand.
- B. region.

- C. product.
- D. customer.

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 122

In an advanced planning and scheduling (APS) system, which of the following processes feeds the master schedule?

- A. Demand planning
- B. Distribution planning
- C. Fulfillment planning
- D. Purchasing planning

Answer: C (LEAVE A REPLY)

NEW QUESTION: 123

A new supplier in a different country will offer substantial savings on existing components. Which part of the organization should be consulted to ensure this is a good strategy for the firm?

- A. Logistics
- B. Information technology
- C. Marketing
- D. Human resources

Answer: (SHOW ANSWER)

NEW QUESTION: 124

A company's annual cost of goods sold is \$350 million, and inventory carrying cost is 18%. The company averages four inventory turns. The cost savings resulting from increasing inventory turns from four to six would be:

- A. \$ 5,250,000.
- B. \$10,500,000.
- C. \$15,750,000.
- D. \$29,000,000.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 125

A company is evaluating a potential supplier for a strategic, long-term relationship. Which of the following metrics would be the best indicator to assess the supplier's fiscal health and ...t potential bankruptcy?

- A. quick ratio
- B. aggregate inventory turnover
- C. Financial Z-Score
- D. Days of supply

Answer: (SHOW ANSWER)

According to the APICS CSCP - Supply Chain Management Certification², the financial Z-Score is a metric that measures the probability of a company going bankrupt within two years, based on a combination of financial ratios such as liquidity, profitability, leverage, and activity. A higher Z-Score indicates a lower risk of bankruptcy, while a lower Z-Score indicates a higher risk of bankruptcy.

NEW QUESTION: 126

Which of the following elements typically is considered to be an output of demand planning?

- A. Detailed production schedules
- B. Customer historic tracking report
- C. Product family and item forecasts
- D. Transportation routes and schedules

Answer: C (LEAVE A REPLY)

NEW QUESTION: 127

Which of the following consequences is typical of a push-based supply chain?

- A. Longer lead times
- B. Smaller production batches
- C. Lower economies of scale
- D. Higher product obsolescence

Answer: D (LEAVE A REPLY)

NEW QUESTION: 128

The process of gathering data about what customers need and ensuring that desired features are included in the design and initial planning phase of a new product or service is known as:

- A. a quick response program.
- B. early supplier involvement.
- C. quality function deployment.
- D. total quality management.

Answer: (SHOW ANSWER)

NEW QUESTION: 129

Which of the following attributes typically makes reverse logistics processes more complicated than outbound logistics processes?

- A. There is more competition for scarce transportation lanes.
- B. Individual packages and cartons are less uniform.
- C. Lead times for shipments are more variable.
- D. There are more regulations mandated by local governments.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 130

A sales and marketing directory who wants to transform a company into a customer-driven organization most likely would consider:

- A. Allowing customers to use their preferred channels to interact with the company.
- B. Implementing an independent system to capture customer data
- C. initiating a social media presence.
- D. focusing product design on manufacturing strengths

Answer: A (LEAVE A REPLY)

NEW QUESTION: 131

Which of the following forecasting techniques is most appropriate when data is scarce?

- A. Computer simulation
- B. Seasonal analysis
- C. Linear regression
- D. Delphi method

Answer: D (LEAVE A REPLY)

NEW QUESTION: 132

A company is transitioning its fulfillment strategy from direct consumer shipment to shipping through an intermediary. Which of the following impacts can be expected?

- A. Higher transportation costs
- B. Lower transportation costs
- C. Lower warehousing costs
- D. Higher warehousing costs

Answer: D (LEAVE A REPLY)

NEW QUESTION: 133

When deciding whether to make a component internally or to outsource production, a company must:

- A. outsource only low-value components.

- B. select the lowest-price source.
- C. select the source with the shortest lead time.
- D. evaluate the landed cost of the component.

Answer: (SHOW ANSWER)

NEW QUESTION: 134

Which of the following statements describes a continuous replenishment strategy in a retail environment?

- A. Retailers prepare individual orders and share sales data with vendors to improve customer service.
- B. Retailers make replenishment decisions.
- C. Vendors use sales data and prepare shipments to maintain the desired level of inventory.
- D. Vendors take full control of inventory policy.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 135

Returning product containing hazardous material to the factory to be neutralized after its expiration date is an example of product:

- A. refurbishing.
- B. remanufacturing.
- C. reuse.
- D. recovery.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 136

A quick-response program (QRP) will add value to the supply chain by:

- A. linking sales with production
- B. accelerating new product introduction
- C. lowering the total cost of ownership (TCO)
- D. improving overall cash velocity

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 137

Which of the following tools would help a team of operators to prioritize causes of equipment failures?

- A. Pareto chart
- B. Control chart
- C. Process flowchart
- D. Brainsforming

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 138

A company has recently implemented a vendor-managed inventory (VMI) program with several key suppliers but quality issues are disrupting production. Which of the following actions would be more effective in dealing with these issues?

- A. Tighten the quality tolerances
- B. Charge back to the supplier the rework and scrap costs
- C. Implement a supplier certification program
- D. Implement quality inspection at the receiving dock

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 139

A supervisor knows that employees have good ideas for improving department operations but are hesitant to share them. Which of the following tools would be most appropriate for encouraging the employees to participate in identifying opportunities?

- A. Pareto chart
- B. Process map
- C. Tree diagram
- D. Affinity diagram

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 140

Which of the following practices allows each process to operate at maximum efficiency rather than having the speed of the entire process constrained by the slowest operation?

- A. Decoupling
- B. Theory of constraints (TOC)
- C. Pull production
- D. Supply/demand balancing

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 141

The use of break-bulk warehouses allows for reduced transportation costs by receiving:

- A. converting individual pallets of goods into truckloads (TLs).
- B. large shipments and arranging for distribution to locations as smaller shipments.
- C. staging products for delayed delivery to customers.
- D. sorting multiple receipts for outgoing shipments based on final destination.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 142

Which of the following actions is most likely to reduce inventory carrying costs?

- A. Utilize ABC classification.
- B. Initiate a vendor-managed inventory (VMI) program.
- C. Standardize the items in inventory
- D. Set minimum inventory levels.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 143

A company recently implemented a new supplier rating system. Data was collected from the enterprise resources planning system about each vendor's rating for cost, quality, and delivery over 12 months. A cutoff point was established for poor performers. The responsible purchasing agent then scheduled meetings with each supplier. Which of the following actions is most appropriate to take with suppliers whose ratings were below the cutoff point?

- A. Immediately cancel outstanding contracts with those suppliers.
- B. Ask the suppliers to explain the poor performance.
- C. Tell the suppliers they are on probation for 3 months.
- D. Discuss ways to raise the ratings for the next review period.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 144

A warehouse supervisor has discovered a shortage of material to fulfill a customer order. If the inventory report shows that there should be enough material to fill the order, what should be done next?

- A. Perform daily inventory counts.
- B. Analyze the root cause of inventory differences.
- C. Ask the customer to provide safety lead time.
- D. Review service level for the safety stock.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 145

The primary business advantage of developing an international supply chain is to:

- A. limit the number of component suppliers.
- B. decrease inventory costs.
- C. realize economies of scale in production and distribution.
- D. reduce transportation costs.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 146

Which of the following consequences are primary objectives in network design?

- A. Improve service level and reduce inventory cost.
- B. Improve service level and increase revenue.
- C. Reduce inventory cost and increase market share.
- D. Increase market share and revenue.

Answer: (SHOW ANSWER)

NEW QUESTION: 147

Inventory parameters established using analytic inventory techniques typically are based on balancing:

- A. customer service and inventory costs.
- B. supply and dependent demand.
- C. inventory levels and decision-making costs.
- D. transportation and warehousing costs.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 148

A company redesigning their supply chain should review which of the following strategic levels first?

- A. transportation strategies
- B. Inventory policies
- C. Customer segmentation
- D. Flow of material through network

Answer: D (LEAVE A REPLY)

According to the APICS Supply Chain Operations Reference Model SCOR, the first step in designing a supply chain strategy is to define the flow of material through the network, which includes identifying the sources, destinations, and modes of transportation for the products and services. The flow of material through the network determines the structure and configuration of the supply chain, as well as the performance requirements and trade-offs.

NEW QUESTION: 149

Companies with manufacturing facilities in one country are more cost-competitive in exporting goods to world markets when:

- A. the local currency is pegged to the target market.
- B. the local currency is strong.
- C. the local currency is stable.
- D. the local currency is weak.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 150

Which of the following activities is critical to successful synchronization of supply and demand throughout a supply chain?

- A. Sharing demand information
- B. Maintaining increased inventories
- C. Reducing the number of deliveries
- D. Placing large orders to obtain lower prices

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 151

Which of the following actions would be most appropriate for an enterprise that has successfully integrated internal supply chain management systems and functions?

- A. Working with trading partners to reduce channel redundancies
- B. Implementing a firewall to limit access to supply and demand data
- C. Working with key suppliers to reduce costs and lead times
- D. Focusing on reducing setup times

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 152

Which of the following strategies can be used to help mitigate negative effects of events that rarely occur?

- A. Continuous replenishment
- B. Adaptive supply chain community
- C. Global optimization
- D. Revenue-sharing contract

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 153

Which of the following statements characterizes a supply chain of innovative products as opposed to functional products?

- A. Demand uncertainty is higher.
- B. Profit margins are lower.
- C. Product life cycle is longer.
- D. Lead times are longer.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 154

On-time delivery performance in the supply chain can best be improved by aligning required capacity with what type of capacity?

- A. Rated
- B. Budgeted
- C. Demonstrated
- D. Theoretical

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 155

A key to increasing supply chain management integration is to:

- A. incorporate enterprise resources planning (ERP).
- B. have critical component suppliers share in strategy implementation.
- C. push demand throughout the supply chain.
- D. utilize warehouse management systems (WMS).

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 156

An organization is partnering with a supplier. The most appropriate tool to ensure that the supplier has the necessary capabilities is:

- A. supplier performance evaluation.
- B. supplier relationship management.
- C. a supplier-input-process-output-customer diagram.
- D. supplier certification.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 157

A firm has determined its cash-to-cash cycle time to be 60 days. The number of days' payables outstanding is 25, and number of days' sales outstanding is 35. If the firm reduces its inventory by 20%, the new cash-to-cash cycle time, in days, will be approximately:

- A. 50.
- B. 48.
- C. 88.
- D. 60.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 158

Which of the following factors typically is most important to a company that uses the chase production strategy when evaluating potential suppliers for a component?

- A. Quoted delivery time
- B. Supplier's agility
- C. Quoted total price
- D. Supplier's certification status

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 159

Which of the following strategies is most appropriate for managing unknown risks in a global supply chain?

- A. Technology integration with suppliers
- B. Strengthening supplier relationships
- C. Vertical integration
- D. Investing in redundancy

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 160

A company that is effectively managing its cash will have which of the following conditions?

- A. High accounts receivable. high inventory. low accounts payable
- B. High accounts receivable, low inventory, high accounts payable
- C. Low accounts receivable, low inventory, high accounts payable
- D. Low accounts receivable, high inventory, low accounts payable

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 161

The voice-of-the-customer (VOC) approach is used most appropriately as a way to:

- A. analyze product defects to improve processes.
- B. gather information from customers to improve offerings.
- C. provide customers feedback about product delivery.
- D. create opportunities for cross-selling.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 162

A master scheduler receives a new order with a due date inside the demand time fence (DTF). The best response is to:

- A. accept the order but change the due date.
- B. reject the order and inform sales.
- C. accept the order and schedule.
- D. identify the impact on current orders and escalate.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 163

Which of the following statements regarding transportation negotiation is correct?

- A. The key to effective negotiation is to maximize distributor profitability.
- B. The lowest possible rate must be consistent with the level of service required.
- C. The lowest possible cost for transportation is the lowest total cost of logistics.
- D. The key to building solid career relationships is the acceptance of a carrier's rate.

Answer: (SHOW ANSWER)

NEW QUESTION: 164

Which of the following costs is an example of carrying cost?

- A. Inspection labor
- B. Warehouse rent
- C. Transportation
- D. Training

Answer: (SHOW ANSWER)

NEW QUESTION: 165

The demand side of a traditional warehouse management system primarily is concerned with:

- A. forecasting product demand.
- B. assigning storage locations.
- C. assembling outbound orders.
- D. receiving incoming goods.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 166

Moving from engineer-to-order (ETO) to assembled-to-order (ATO) usually increases which of the following costs per unit?

- A. Procurement
- B. Inventory
- C. Transportation
- D. Manufacturing

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 167

A firm has determined its cash-to-cash cycle time to be 60 days. The number of days' payables outstanding is 25, and number of days' sales outstanding is 35. If the firm reduces its inventory by 20%, the new cash-to-cash cycle time, in days, will be approximately:

- A. 50.
- B. 48.
- C. 60.
- D. 88.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 168

The ISO 31000 standard can be best used for which of the following actions?

- A. Certifying in risk management
- B. Seeking generic guidelines on risk management
- C. Comparing risk management practices
- D. Creating industry specific risk management practices

Answer: D (LEAVE A REPLY)

NEW QUESTION: 169

In addition to sales history, current customer orders, and forecasted demand, which of the following data sources should be used as part of a demand management process?

- A. Scheduled marketing activities
- B. Inventory levels
- C. Customer profitability
- D. Contractual obligations

Answer: A (LEAVE A REPLY)

NEW QUESTION: 170

Which of the following strategies would increase overall supply chain risk?

- A. Internally manufacturing a product that has a high level of technical intellectual property

- B. Identify multiple sources for a product that has a potential for supply chain disruption
- C. Outsourcing a product that is not well suited to your operations
- D. Single sourcing a product that makes the highest annual profit

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 171

Risk management assessment tools are common techniques used in which certification program?

- A. ISO 26000
- B. ISO 14000
- C. ISO 31000
- D. ISO 9000

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 172

Electronic data interchange (EDI) is best defined as a:

- A. technology to support the paperless flow of trading documents.
- B. process of generating testing engineering specification on a computer workstation
- C. technique that deals with analysis and planning of logistics and manufacturing
- D. system that updates and tracks interactions with customers

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 173

The mission of the global reporting initiative (GRI) is to provide a:

- A. transparent collaboration between non-profit organizations and governments.
- B. feasible business plan that can be shown to global potential investors.
- C. comparison of key metrics for companies in the same industries across the globe.
- D. trusted and credible framework for reports regarding sustainability practices.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 174

Which of the following arguments are made against traditional accounting methods for logistics expenses to an organization?

- A. They obscure important logistics costs.
- B. They incorrectly state the timing of logistics costs.
- C. They overstate the costs of logistics.
- D. They are more difficult to accumulate.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 175

When a company works on controlling stockout frequency, the company is addressing which of the following attributes of customer service?

- A. Service reliability
- B. Availability
- C. Delivery time
- D. Service recovery

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 176

Point-of-sale information fails to measure actual demand most likely because:

- A. there is lag time in the system.
- B. data about lost sales cannot be captured.
- C. holidays interrupt typical sales patterns.
- D. inventory levels are inaccurate.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 177

Which of the following manufacturing strategies would run the greatest risk of increasing obsolete inventory costs?

- A. Assemble-to-order
- B. Make-to-stock
- C. Make-to-order
- D. Engineer-to-order

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 178

Which of the following activities is the most appropriate use of an advanced planning and scheduling system?

- A. Creating a daily demand forecast
- B. Identifying constraints within a facility
- C. Optimizing transportation routes
- D. Selecting the target market for a product

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 179

Which of the following actions is most likely to improve the flow of funds between a group of supply chain partners?

- A. Increasing a partner's cash-to-cash cycle time
- B. Negotiating a single set of terms for the trading partners
- C. Selecting a single currency for all group transactions
- D. Increasing the level of information sharing and collaboration

Answer: (SHOW ANSWER)

NEW QUESTION: 180

Which of the following actions is in accordance with the Ten Principles in the United Nations (UN) Global Compact?

- A. Preventing a group of employees from forming a collective bargaining (union) group
- B. Withholding certain employment opportunities from specific groups of people
- C. Requiring an individual to pay a fee for consideration in hiring or promotion decisions
- D. Paying different wages in different parts of the world for a given job classification

Answer: D (LEAVE A REPLY)

NEW QUESTION: 181

A company has an asset turnover ratio of 1.8, inventory of \$3,000, a 20% profit margin, and \$5,000 in total assets. What is the total sales volume for the company?

- A. \$9,000
- B. \$5,400
- C. \$15,000
- D. \$25,000

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 182

Bill of lading (B/L) documentation includes which of the following?

- A. Contract for shipping and ownership of goods
- B. Country where goods were produced
- C. Description and terms of sale of goods
- D. Means of payment for import/export of goods

Answer: A (LEAVE A REPLY)

NEW QUESTION: 183

Which of the following performance measurements identifies supply chain flexibility?

- A. Reduction in order fulfillment lead time in a given period
- B. Customer order fill rate greater than 90 percent

- C. Percent of unplanned orders that can be shipped within the same week
- D. Total days of inventory in supply goods

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 184

Which of the following entities assumes ownership of goods once loaded on an ocean vessel using Incoterms freight on board (FOB)?

- A. The carrier
- B. The buyer
- C. The seller
- D. The insurer

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 185

When evaluating several possible supply chain options, a firm considering the minimal total cost should:

- A. ensure that the inventory levels are as low as possible to minimize holding costs while still providing adequate customer service.
- B. consider the costs of acquiring, holding, and transporting inventory and of servicing customers.
- C. place buffer inventory in the lowest cost locations that meet lead time and service level requirements from customers.
- D. account for the combined costs of holding buffer inventory and incurring inventory shortages.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 186

Which of the following techniques require close coordination between product and process design?

- A. Concurrent engineering
- B. Priority planning
- C. Voice of the customer (VOC)
- D. Sequential engineering

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 187

A main benefit of using customer relationship management (CRM) is:

- A. maximization of on-time delivery.
- B. minimization of product returns.
- C. finding new markets for existing products and services.
- D. identification of customers with high lifetime value.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 188

Which of the following factors is a measure of supply chain reliability?

- A. Order-fulfillment cycle time
- B. Perfect order fulfillment rate
- C. Upside supply chain flexibility
- D. Downside supply chain adaptability

Answer: B (LEAVE A REPLY)

NEW QUESTION: 189

A company's market is characterized by frequently changing product demand and pressure for short lead times. The company also faces intense competition. To enhance its competitiveness, the company should stress which of the following strategies?

- A. Increase the labor force
- B. Reduce cycle times
- C. Match competitors' prices
- D. Increase work-in-process (WIP) inventory

Answer: B (LEAVE A REPLY)

NEW QUESTION: 190

Which of the following objectives is the primary driver in the design and implementation of lean process management?

- A. Integrating processes between departments
- B. Satisfying customer requirements
- C. Reducing the level of inventory
- D. Decreasing the cash-to-cash cycle

Answer: B (LEAVE A REPLY)

NEW QUESTION: 191

Which of the following techniques is most effective for a company to sell high-volume products to multiple market segments?

- A. Market targeting
- B. Mass production
- C. Commoditization
- D. Mass customization

Answer: C (LEAVE A REPLY)

NEW QUESTION: 192

The most useful inventory costing method which enables purchase price variance analysis is:

- A. average costing.
- B. first in first out (FIFO) costing.
- C. standard costing.
- D. last in first out (LIFO) costing.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 193

In an assemble-to-order manufacturing environment, the master production schedule is typically the schedule of:

- A. the final assembly.
- B. resources.
- C. customer orders.
- D. components and subassemblies.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 194

Which of the following activities typically would be an appropriate application of the ISO 31000 Risk Management Principles and Guidelines?

- A. Projecting the ability of a facility to recover from an event
- B. Calculating a risk index for each facility
- C. Preparing for risk management accreditation
- D. Establishing external risk communications processes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 195

Replacing a raw material in a manufacturing process with an alternate material that reduces emissions is an example of using:

- A. life cycle assessment (LCA).
- B. rework.
- C. the global reporting initiative e (GRI).
- D. recycling.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 196

A company manufactures special products for select customers. When demand for these products drops, the manufacturer can switch the production line to a commodity-type product that can be sold on the open market at reduced terms to generate cash. The company is executing a corporate strategy that is based on:

- A. multiple upstream supply chains.
- B. customer focus and alignment.
- C. forecast accuracy.

D. multiple downstream channels.

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 197

A firm experiences a supply chain interruption from a second-tier supplier. Which of the following actions is the firm likely to take to minimize future interruptions?

- A. Conduct an ISO 14001 audit of the supplier.
- B. Require the supplier to implement a sales and operations planning process.
- C. Map the supplier's supply chain to identify risks and opportunities.
- D. Require the supplier to submit weekly cycle count reports.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 198

Which of the following tools is most appropriate to use to determine projects that will achieve the greatest net benefits?

- A. Process flow diagram
- B. Operation process chart
- C. Fishbone diagram
- D. Pareto diagram

Answer: (SHOW ANSWER)

NEW QUESTION: 199

The production scheduler for a bottleneck resource should:

- A. schedule additional preventive maintenance for the resource.
- B. increase production lot sizes to increase utilization of resources.
- C. implement pull signals for production of the bottleneck resource.
- D. ensure a constant queue of work waiting to be processed.

Answer: (SHOW ANSWER)

NEW QUESTION: 200

A grocery store found that ground beef sales increased when burns were a featured sales item. This customer relationship management (CRM) technique is called:

- A. point-of-purchase (POP) promotion
- B. upselling.
- C. data trading
- D. data mining

Answer: (SHOW ANSWER)

NEW QUESTION: 201

A company planning to build collaborative relationships with trading partners should first:

- A. document transaction rules and procedures.
- B. implement technology for information sharing.
- C. ensure commitment from top management.
- D. organize cross-enterprise teams.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 202

A manufacturing company has several inexpensive items that are critical to the production process. The supply of these items has been depleted several times. Which of the following actions is most likely to reduce stockouts?

- A. Standardize the items.
- B. Increase minimum inventory levels for the items.
- C. Assign personnel to manage the items.
- D. Initiate a vendor-managed inventory (VMI) program for the items.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 203

Variability in product design can best be reduced by:

- A. initiating 100% product inspection.
- B. applying Six Sigma principles.
- C. broadening design specifications.
- D. outsourcing the design process.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 204

A firm wants to lose customers that don't value the unique products and services the firm offers and to attract and retain customers that want what the firm offers. Engaging in this activity should allow the firm to:

- A. target higher-profit customers.
- B. improve customer satisfaction rates.
- C. create a more loyal customer base.
- D. increase market share.

Answer: (SHOW ANSWER)

NEW QUESTION: 205

The primary objective of supply chain management is:

- A. reducing inventory levels.
- B. taking a systems approach.
- C. minimizing transportation costs.
- D. implementing advanced technologies.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 206

Which of the following statements about warehouse layout and storage is correct?

- A. Product weight is the major factor driving warehouse layout.
- B. Warehouses that utilize fixed locations storage typically minimize space requirements.
- C. Products with low volume are typically placed at the lower level in storage racks.
- D. A typical warehouse is engaged in a combination of short term and extended storage alternatives.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 207

A company has been delivering a global product that no longer appears profitable. Senior management's best response is to:

- A. analyze product profitability by market segment.
- B. provide additional incentives to the sales force.
- C. discontinue the product based on eroding profitability.
- D. increase promotional activity across all markets.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 208

Attaching a fuel tank cap to a fuel tank door on a car is an example of which of the following lean techniques?

- A. Kaizen
- B. Five whys
- C. Five Ss
- D. Poka-yoke

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 209

Compared to a global strategy, a multicountry strategy would be characterized by:

- A. strategy coordination across countries.
- B. products adapted to local needs.
- C. major strategic decisions coordinated centrally.

D. preferred suppliers located in host countries.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 210

Which of the following metrics is typically the most appropriate measure of product and service quality?

- A. Customer perception
- B. Internal inspection
- C. Warranty claims
- D. Product performance

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 211

A company is considering relocating production to a lower-wage country. Volatility in which of the following areas most likely would impact profitability without modifying product landed costs?

- A. Commodity prices
- B. Labor costs
- C. Product quality
- D. Currency exchange rates

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 212

A company recently faced an increase in backorders. The company's marketing department recently ran a sales promotion. The purchasing and planning departments were not aware of the promotional activity. Which of the following processes will help to solve this type of problem in the future?

- A. Sales and operations planning (S&OP)
- B. Customer relationship management (CRM)
- C. Supplier relationship management (SRM)
- D. Advanced planning and scheduling (APS)

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 213

A new distribution warehouse is added to an existing supply chain network. Which of the following factors primarily is responsible for the resulting overall reduction of customer delivery lead times?

- A. New material handling equipment improves the speed and efficiency of the pick/pack process.
- B. The territory for each distribution warehouse shrinks, resulting in fewer inbound transportation carriers.
- C. Increased safety stock levels in the overall network results in fewer stockouts and more on-time deliveries.
- D. The average travel time from the distribution warehouse to the customer is reduced.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 214

Compared to a blanket purchase order, a supplier alliance agreement is best differentiated by:

- A. a shared vision of added value.
- B. clearly identified roles for the buyer and seller.
- C. efficient material replenishment processes.
- D. a sole-source agreement.

Answer: [A \(LEAVE A REPLY\)](#)

NEW QUESTION: 215

Supplier quality and delivery performance are critical inputs to which of the following initiatives?

- A. Implementing total quality management (TQM)
- B. Developing a sourcing strategy
- C. Opening a new retail store
- D. Implementing reverse logistics

Answer: [B \(LEAVE A REPLY\)](#)

NEW QUESTION: 216

Which of the following types of alignments between extended supply chain partners will yield the highest level of competitive advantage?

- A. Strategic
- B. Financial
- C. Process
- D. Social

Answer: [A \(LEAVE A REPLY\)](#)

NEW QUESTION: 217

A manufacturer of innovative products needs to focus on which of the following factors?

- A. Time-to-market
- B. Cost per unit
- C. Component inventory levels
- D. Equipment utilization

Answer: A (LEAVE A REPLY)

NEW QUESTION: 218

What are the steps in the supplier relationship process?

- A. Measure, procure, fulfill, model
- B. Measure, fulfill, document, model
- C. Source, document, manage
- D. Source, procure, fulfill, manage

Answer: D (LEAVE A REPLY)

NEW QUESTION: 219

What is the primary benefit of using modular rather than integral designs?

- A. Greater responsiveness in marketing and production
- B. Increased product performance
- C. Reduced complexity of bills of material
- D. Lower cost of manufacturing

Answer: A (LEAVE A REPLY)

NEW QUESTION: 220

The best way to manage a business relationship is to measure performance to:

- A. cost of ownership metrics.
- B. agreed-upon metrics.
- C. quality targets.
- D. on-time delivery.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 221

Implementation of supply chain applications based on which of the following technologies is most likely to have the lowest fixed costs?

- A. One integrated package
- B. Best of breed packages
- C. Service-oriented architecture
- D. Software-as-a-service

Answer: D (LEAVE A REPLY)

NEW QUESTION: 222

Organizations that change from a traditional purchasing perspective to a supply chain perspective most likely will adopt techniques related to:

- A. product pricing.
- B. centralized decision making.
- C. sourcing multiple suppliers.
- D. value stream analysis.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 223

A manufacturer experiences frequent changes in product technology and market preferences, resulting in new product introductions each year. Which of the following sourcing strategies would be most appropriate?

- A. Sole sourcing
- B. Strategic partnering
- C. Multiple sourcing
- D. Long-term contracting

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 224

Which of the following metrics is the most appropriate measure of supply chain responsiveness?

- A. Upside production flexibility
- B. Percentage of orders delivered on time
- C. Order fulfillment lead times
- D. Retail inventory days of supply

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 225

Which of the following outcomes is most likely a result of allocating excess capacity to a chain facility?

- A. Lower utilization which leads to lower cost
- B. Lower utilization which leads to higher cost
- C. Higher utilization which leads to higher cost
- D. High utilization which leads to lower cost

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 226

Which of the following criteria is the primary factor when considering storage locations for high volume products?

- A. Seasonality

- B. Perishability
- C. Velocity
- D. Quality

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 227

Which of the following factors would typically represent period demand?

- A. On-hand inventory, promotions, and national sales projections
- B. National sales projections, on-hand inventory, and product life cycle
- C. Forecasts, customer orders, and promotions
- D. Customer orders, product life cycle, and forecasts

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 228

A company has decided to source, manufacture, and distribute its products from its own facilities located throughout the world. This strategy is best described as:

- A. a universal distribution system.
- B. horizontal integration.
- C. vertical integration.
- D. an outsourced supply chain.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 229

Which of the following methods is used to minimize the bullwhip effect?

- A. Reducing the number of stock keeping units (SKUs)
- B. Reducing lead time
- C. Outsourcing noncore business activities
- D. Increasing factory inventory

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 230

The most cost-effective way to increase the velocity of goods in a supply chain is to:

- A. establish warehouses near major retail outlets.
- B. subcontract with multiple third-party logistics (3PL) providers who are located at strategic locations.
- C. improve the way the supply chain handles goods that are not in motion.
- D. switch to a faster mode of transportation.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 231

Bullwhip effect can be reduced by which of the following combinations of actions?

- A. Information sharing, frequent ordering, consistent pricing
- B. Information sharing, frequent ordering, variable pricing
- C. Information sharing, batch ordering, variable pricing
- D. Shortage gaming, frequent ordering, consistent pricing

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 232

Which of the following factors is the most appropriate measure of delivery performance for finished goods?

- A. On-time delivery
- B. Available-to-promise
- C. Load efficiency
- D. Perfect order fulfillment

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 233

Which of the following objectives is emphasized most in an integrated logistics strategy?

- A. Optimal warehouse location
- B. Lowest total cost
- C. Lowest transportation cost
- D. Improved third-party logistics (3PL) collaboration

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 234

Which of the following distribution strategies is characterized by items flowing through a warehouse in an almost continuous manner?

- A. Direct shipment
- B. Multilevel
- C. One-piece flow
- D. Cross-docking

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 235

The primary reason for a firm to pursue strategic supply chain activities is to:

- A. decrease inventory.
- B. gain competitive advantage.
- C. increase product life cycles.
- D. reduce total cost of ownership (TCO).

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 236

It is most appropriate to measure spending per customer as a proportion of profitability during which of the following phases of a supplier/customer relationship?

- A. Customer retention
- B. Customer dependency
- C. Customer acquisition
- D. Strategic customer care

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 237

Which of the following distribution approaches for a low-volume, high-variety product line typically will result in the highest level of customer service and the lowest total distribution costs?

- A. Shipment through a multi-echelon distribution network
- B. Direct shipment from plant to customers
- C. Outsourcing the distribution function
- D. Shipment from a central distribution warehouse

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 238

A company considers moving a portion of its production to a distant country to support a major customer. Which of the following actions is most effective in mitigating the risk of financial loss in the event of a global economic downturn?

- A. Adding features for all products
- B. Expanding the customer base globally
- C. Reducing prices of all products
- D. Reducing the global work force

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 239

The purpose of continuous improvement in the supply chain is to:

- A. develop better written procedures.
- B. eliminate the root causes of problems.

- C. improve interorganizational communication.
- D. reduce product costs.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 240

A company would like to benchmark its inventory levels against other companies. Which of the following metrics is best to use for this purpose?

- A. Fill rate
- B. Net asset turns
- C. Days of supply
- D. Cash-to-cash cycle time

Answer: D (LEAVE A REPLY)

NEW QUESTION: 241

A tool which allows content to be accessed, customized, and personalized to sell is called a(n):

- A. online catalog.
- B. value-added network (VAN).
- C. customer portal.
- D. customer relationship management (CRM).

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 242

A return material authorization (RMA) policy is used in reverse logistics to:

- A. reclaim substantial value from returned items by recycling.
- B. minimize the number of returned items by involving product design and demand forecasting.
- C. physically transport returned items by using an efficient transportation mode.
- D. reduce the cost of returned items by refusing to accept items that should not be returned.

Answer: (SHOW ANSWER)

NEW QUESTION: 243

A company most likely would consider moving a portion of its manufacturing to a second location to:

- A. improve competitive advantage through cost control.
- B. maximize security for customer shipments.
- C. minimize the impact of natural disasters.
- D. avoid manufacturing downtime due to material shortages.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 244

Bar codes and radio frequency identification systems are key technologies in supply chain systems because they perform which of the following functions?

- A. Producing schedule broadcasts for suppliers
- B. Tracking truck locations on cross-country deliveries
- C. Providing paperless invoicing of goods
- D. Facilitating timely and accurate data acquisition

Answer: D (LEAVE A REPLY)

NEW QUESTION: 245

Enterprise resources planning (ERP) is defined as a:

- A. production control system that determines priorities of in-process work.
- B. process whereby sales, marketing, and operations determine what products will be sold and what resources will be required for production.
- C. framework for organizing, defining, and standardizing business processes to use its internal knowledge to seek external advantage.
- D. software module used to determine whether sufficient capacity is available to ship customer orders on time.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 246

Supply chain disruption avoidance measures typically are based on distinguishing:

- A. certified trading partners from other trading partners.
- B. planned events from unplanned events.
- C. common and special causes of variation.
- D. supplier issues from distribution issues.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 247

Which of the following warehousing tools enables wireless scanning of products?

- A. Local area network
- B. Radio frequency devices

- C. Magnetic stripes
- D. Universal product codes

Answer: B (LEAVE A REPLY)

NEW QUESTION: 248

A master production schedule serves a company best by functioning as a:

- A. dispatch list.
- B. supplier scheduling system.
- C. forecast system buffer.
- D. priority planning tool.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 249

The first information necessary in order to effectively improve product design should come from which of the following supply chain members?

- A. Manufacturer
- B. Distributor
- C. Customer
- D. Supplier

Answer: B (LEAVE A REPLY)

NEW QUESTION: 250

Medium-term demand management projections are used primarily to:

- A. complete forecasts at the item level.
- B. aggregate demand for production planning.
- C. develop the master production schedule.
- D. complete strategic business planning of facilities.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 251

Which of the following product records is internationally recognized for providing detailed categorization and descriptions?

- A. Electronic product code (EPC)
- B. Stock keeping unit (SKU)
- C. Universal product code (UPC)
- D. Harmonized system classification code

Answer: D (LEAVE A REPLY)

NEW QUESTION: 252

Which of the following considerations is an important supply chain design decision?

- A. Identifying training programs

- B. Selecting supporting information systems
- C. Identifying labor force requirements
- D. Product design

Answer: B (LEAVE A REPLY)

NEW QUESTION: 253

Direct shipment distribution typically offers which of the following advantages?

- A. Risk pooling is facilitated.
- B. Lead times are reduced.
- C. Demand variability is reduced.
- D. Service levels are increased.

Answer: (SHOW ANSWER)

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