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NEW QUESTION: 1

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 2

When of the following outcomes is achieved through the reduction in the number of a firm's supplier?

- A. Value management
- B. Supplier operational integration
- C. Volume consolidation
- D. Supply localization

Answer: C (LEAVE A REPLY)

NEW QUESTION: 3

Incorporating supplier input into product and process design helps to:

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 4

Which of the following activities is forbidden in a free trade zone (FTZ)?

- A. Reconfiguring product
- B. Conducting retail trade
- C. Re-exporting goods
- D. Cross-docking goods

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

NEW QUESTION: 5

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

In an advanced planning system, which of the following modules feeds the master planning module?

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

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

NEW QUESTION: 7

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: 8

Which of the following factors is the most important driver of supply chain change?

- A. Competitor actions
- B. Government regulations
- C. Customer perceptions of value
- D. Health and safety concerns

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

NEW QUESTION: 9

The factors to consider in the make-or-buy decision include costs, proprietary knowledge, and:

- A. available capacity.
- B. design history.
- C. inventory balance.
- D. warehouse location.

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

NEW QUESTION: 10

A work center's demonstrated capacity for the last week was 160 standard hours. Its demonstrated capacity for the last 6 weeks was 140 standard hours. Which of the following numbers would be best to use to determine the appropriate future load for the work center?

- A. 150 standard hours, because it is the average of the last two periods.
- B. 160 standard hours, because it reflects what the work center has proven it can do.
- C. 160 standard hours, because it reflects what happened most recently.
- D. 140 standard hours, because it is based on a greater number of periods.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

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

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

NEW QUESTION: 12

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

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

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

NEW QUESTION: 13

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. Supplier relationship management (SRM)
- C. Customer relationship management (CRM)
- D. Advanced planning and scheduling (APS)

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

NEW QUESTION: 14

Which of the following statements represents a major assumption needed to effectively use days of supply as a measure?

- A. The item is in the growth phase of the product life cycle.
- B. The reorder point for the inventory has been calculated correctly.
- C. The item is subjected to statistical process control (SPC) during production.
- D. The forecast for the item usage is reasonably accurate.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

Kaizen is a process used in supply chain networks primarily to achieve:

- A. long-term stability of suppliers.
- B. radical changes in interorganizational processes.
- C. improved performance.
- D. higher profits for the dominant member.

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

NEW QUESTION: 16

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: ([SHOW ANSWER](#))

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NEW QUESTION: 17

The most appropriate reason for a business to comply with the United Nations (UN) Global Compact practices typically would be to:

- A. gain access to proven management tools.
- B. reduce the cost of operating in multiple countries.
- C. reduce the threat of organized labor.
- D. enhance the competitive advantage.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 18

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. Review service level for the safety stock.
- D. Ask the customer to provide safety lead time.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 19

Potential customers of a company's new product have tight tolerance requirements. The company plans to purchase a critical component. To meet customer requirements, the company should first:

- A. develop an alternate source of supply.
- B. certify the supplier of the component.
- C. implement statistical process control for the component.
- D. bring manufacturing of the critical component in-house.

Answer: (SHOW ANSWER)

NEW QUESTION: 20

A company plans to maximize profitability by charging more for its products at retail locations than on its website. Which of the following segmentation strategies would best support this plan?

- A. Group
- B. Channel
- C. Regional
- D. Location

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

NEW QUESTION: 21

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

The most appropriate benchmark for an organization to use to evaluate its supply chain management practices is a firm that:

- A. has driven down its cost, lead times, and late deliveries.
- B. uses electronic data interchange (EDI) for supply chain information sharing.
- C. has a global supply chain.
- D. has a high level of product availability.

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

NEW QUESTION: 23

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

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

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

NEW QUESTION: 24

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

Which of the following measures would be most appropriate for a supply chain focused on reliability as a competitive priority?

- A. Production volume flexibility
- B. Total supply chain cost
- C. Supply chain response time
- D. Order fulfillment lead times

Answer: D (LEAVE A REPLY)

The most appropriate measure for a supply chain focused on reliability as a competitive priority would be "D. Order fulfillment lead times".

Reliability as a competitive priority means that the supply chain is focused on consistently delivering products or services on time and with quality. This requires a high level of dependability and consistency in fulfilling customer orders. Therefore, measuring the order fulfillment lead times would be the most appropriate measure as it directly reflects the reliability of the supply chain in meeting customer demands.

Option A (Production volume flexibility) is more relevant for a supply chain focused on responsiveness as a competitive priority. Option B (Total supply chain cost) is more relevant for a supply chain focused on cost efficiency as a competitive priority. Option C (Supply chain response time) is more relevant for a supply chain focused on agility as a competitive priority.

NEW QUESTION: 26

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 27

A manufacturer and the distributors of its products have decided to focus on price and product availability as strategic priorities. Which of the following values would be the most appropriate measure of customer service?

- A. Order-fulfillment lead times
- B. Distributors' order-fill rates
- C. Manufacturer's volume flexibility
- D. Supply chain inventory days of supply

Answer: B (LEAVE A REPLY)

NEW QUESTION: 28

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

- A. Process

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 29

Transforming company policies into objectives and specific goals creates a:

- A. supply chain metric.
- B. performance standard.
- C. balanced scorecard.
- D. organizational benchmark.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 30

The practice of purchasing items in large quantities and requesting that shipments be delivered directly to customers is referred to as:

- A. breaking bulk.
- B. freight equalization.
- C. cross-docking.
- D. drop shipping.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 31

Compared to mass-media marketing, customer relationship management has the advantage of allowing the organization to:

- A. reach a larger number of potential customers.
- B. compete for customers based on service.
- C. focus on attracting new customers.
- D. reduce inventory to improve cash flow.

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 32

A company that has consistently achieved a high level of on-time delivery performance has decided to reduce its inventory level significantly. Which of the following outcomes is the most likely effect of that decision on the company's on time delivery performance?

- A. It will decline until sales erode.
- B. There will be no effect.
- C. It will improve and then stabilize at a higher level.
- D. It will decline and then stabilize at a lower level.

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

NEW QUESTION: 33

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 34

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

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

NEW QUESTION: 35

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

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

NEW QUESTION: 36

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

- A. Conducting a supplier review and recertification

- B. Standardizing and eliminating redundant items
- C. Renegotiating contracts with commodity suppliers
- D. Leveraging group purchasing power

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

NEW QUESTION: 37

Value stream mapping provides the most benefit during which of the following tasks?

- A. Implementing a quality improvement initiative
- B. Planning kaizen events
- C. Analyzing a supplier relationship management (SRM) system
- D. Identifying non-value-added activities

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

NEW QUESTION: 38

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

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

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

NEW QUESTION: 39

A company finds that one of its warehouses is out of capacity to store products. Expanding the physical size of the warehouse is not an option. The most appropriate solution would be to increase the:

- A. inventory turn of slow-moving items.
- B. cash-to-cash cycle of slow-moving items.
- C. use of break-bulk warehousing.
- D. inventory days of supply of fast-moving items

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

A firm is undertaking a revision of its financial metrics to make them more comprehensive and has decided to use metrics such as return on investment (ROI), return on assets (ROA), and economic value added (EVA). This is an example of utilizing which of the following types of metrics?

- A. Stakeholder focused
- B. Financial sustainability
- C. Activity based
- D. Value chain

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

NEW QUESTION: 41

A high level of which of the following attributes is considered to be undesirable in a supply chain?

- A. Velocity
- B. Visibility
- C. Variety
- D. Variability

Answer: (SHOW ANSWER)

NEW QUESTION: 42

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 43

An item must be added to inventory to support new business. Which of the following inputs should be considered to determine minimum inventory level?

- A. Qualified supplier
- B. Consumption rate
- C. ABC classification
- D. Number of sales transactions

Answer: B (LEAVE A REPLY)

NEW QUESTION: 44

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 45

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

- A. Inventory data are captured in real time.

- B. Communication protocols between companies are standardized.
- C. Files are transferred from one corporation to another.
- D. Notifications of variances from plans are triggered.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 46

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

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

Answer: C (LEAVE A REPLY)

The correct answer is C. Information sharing, frequent ordering, variable pricing.

The bullwhip effect refers to the phenomenon where small fluctuations in demand at the consumer level can lead to increasingly larger fluctuations in demand as one moves upstream in the supply chain. This can result in inefficiencies, excess inventory, and higher costs.

Information sharing is one way to reduce the bullwhip effect. By sharing information about consumer demand, suppliers can better anticipate changes in demand and adjust their production and inventory levels accordingly.

Frequent ordering is another way to reduce the bullwhip effect. By ordering more frequently but in smaller quantities, suppliers can better match supply to demand and avoid overproduction and excess inventory.

Variable pricing is also effective in reducing the bullwhip effect. By adjusting prices in response to changes in demand, suppliers can encourage customers to smooth out their purchasing behavior and avoid sudden spikes or drops in demand.

Therefore, the combination of information sharing, frequent ordering, and variable pricing is the most effective way to reduce the bullwhip effect.

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NEW QUESTION: 47

Which of the following measures best describes fill rate?

- A. Percentage of closed orders to total orders

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

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

NEW QUESTION: 48

Which of the following inputs is used in developing a project charter?

- A. Project management plan
- B. Proposed solutions
- C. Business case
- D. Work breakdown structure

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

Supply chain disruption avoidance measures typically are based on distinguishing:

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

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

NEW QUESTION: 50

An increase in the inventory turnover rate for a supply chain typically would indicate that there has been a reduction in:

- A. the total supply chain inventory.
- B. prices to the end user.
- C. supply chain cost of sales.
- D. the manufacturer's inventory.

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

NEW QUESTION: 51

A product design that can be produced to requirements even when conditions in the production process are unfavorable typically is known as what type of design?

- A. Computer-aided
- B. Robust
- C. Universal
- D. Modular

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

NEW QUESTION: 52

A business is changing from a business to business model to a business to consumer model. Which of the following statements about this supply chain change is true?

- A. Returns from customers will decrease.
- B. Average supplier order size will increase.
- C. Number of customer orders will increase.
- D. Number of supplier orders will increase.

Answer: (SHOW ANSWER)

NEW QUESTION: 53

A manufacturer is the leader of a group of trading partners that are collaborating to improve customer service levels and profitability. Which of the following methodologies would be most appropriate for synchronizing supply and demand across the supply chain?

- A. Supply chain event management
- B. Supply Chain Operations Reference-model
- C. Distribution requirements planning
- D. Sales and operations planning

Answer: (SHOW ANSWER)

NEW QUESTION: 54

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 55

Which of the following reasons it often why many companies fail ' to achieve the implementation benefits of reverse logistics?

- A. Many top managers fail to have a good grasp of the cost and benefits of returns
- B. Transportation costs for returns are uncertain and usually higher than for sales
- C. Often too much time passes between a product sale and a return
- D. The quality issues surrounding returns are too difficult to assess.

Answer: (SHOW ANSWER)

NEW QUESTION: 56

Which of the following measures of a supply chain performance is most desirable from a stockholder perspective?

- A. Diversity of sales channels
- B. Lean manufacturing performance

- C. Time to market of new products
- D. Velocity and return on assets (ROA)

Answer: D (LEAVE A REPLY)

The correct answer is D. Velocity and return on assets (ROA) is the most desirable measure of supply chain performance from a stockholder perspective. Velocity refers to the speed at which products move through the supply chain, which is important for meeting customer demand and reducing inventory costs. ROA measures the profitability of a company's assets, which is important for stockholders who are looking for a return on their investment. By improving velocity and ROA, a company can increase revenue and profitability, which is beneficial for stockholders.

Option A, diversity of sales channels, may be important for overall business success, but it does not directly relate to supply chain performance.

Option B, lean manufacturing performance, is also important for supply chain efficiency, but it does not necessarily translate to increased profitability or return on assets.

Option C, time to market of new products, is important for gaining a competitive advantage, but it does not directly relate to supply chain performance or stockholder perspective.

NEW QUESTION: 57

Which of the following descriptions represents cash-to-cash conversion?

- A. The measure of an organization's effective use of inventory
- B. The currency conversion rate when buying and selling goods
- C. The conversion time from material acquisition to sales revenue
- D. The conversion time from sales order to receipt of payment

Answer: A (LEAVE A REPLY)

NEW QUESTION: 58

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 59

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. Days of supply
- B. Net asset turns
- C. Cash-to-cash cycle time

D. Fill rate

Answer: C (LEAVE A REPLY)

NEW QUESTION: 60

Which of the following statements defines the function of the bill of lading (B/L)?

- A. A document that itemizes freight charges and receipt of freight services
- B. A legally binding document providing the driver and the carrier all the details needed to process the freight shipment
- C. A legally binding contract between the shipper and the buyer
- D. A document that replaces the terms of agreement on the purchase order so that the driver can take possession of the freight

Answer: (SHOW ANSWER)

NEW QUESTION: 61

An insurance broker is interested in increasing price competition among its carriers. Which of the following strategies would be an efficient way to enable the price reductions?

- A. Automate manual processes.
- B. Utilize business-to-business (B2B) e-marketplaces.
- C. Consolidate the market.
- D. Establish long-term partnerships.

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 62

The use of standardized components typically results in:

- A. more items, larger bills of material (BOMS), and increased material requirements planning (MRP) run time.
- B. fewer inventory items and inventory levels.
- C. increased planning and control efforts to avoid shortages.
- D. smaller bills of materials, fewer routings, and fewer manufacturing orders.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 63

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

Which of the following sustainability tools is most appropriate for managing environmental compliance with regulatory requirements?

- A. ISO 26000
- B. United Nations Global Compact
- C. ISO 14000
- D. Global Reporting Initiative (GRI)

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

NEW QUESTION: 66

The process of continuous improvement can be defined best as a continuous effort to:

- A. eliminate root causes of problems through radical changes.
- B. concurrently improve performance on several measures through incremental improvements.
- C. eliminate root causes of waste through incremental improvements.
- D. reduce direct and indirect costs through incremental changes.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

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

- A. develop better written procedures.
- B. reduce product costs.
- C. eliminate the root causes of problems.
- D. improve interorganizational communication.

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

NEW QUESTION: 68

A company wants to improve its transportation strategy to focus on its core manufacturing competence and reduce costs. Which of the following options is most likely to enable the company to achieve its objectives?

- A. Implement a transportation management system (TMS)
- B. Engage a third-party logistics (3PL) company
- C. Redesign the distribution network
- D. Transition to leased transportation equipment

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

NEW QUESTION: 69

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

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

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

NEW QUESTION: 70

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

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

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

NEW QUESTION: 71

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 72

Which of the following types of competitive strategies most likely will be effective for an industry in which the product is a standardized commodity?

- A. Broad differentiation
- B. Focused differentiation
- C. Low-cost leadership
- D. Best-cost provider

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

Which of the following four perspectives are used in the balanced scorecard?

- A. Customer, internal process, workforce learning and growth, financial
- B. Customer, operations, internal process, workforce learning and growth
- C. Customer, marketing, operations, financial
- D. Customer, operations, internal process, financial

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

NEW QUESTION: 74

What are the steps in the supplier relationship process?

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

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

NEW QUESTION: 75

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 76

A global manufacturing is implementing a remanufacturing program to improve its triple bottom line (TBL). Which dimension of TBL will the new program positively affect?

- A. Employee
- B. Ergonomic
- C. Environmental
- D. Social

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

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NEW QUESTION: 77

Component commonality in manufacturing primarily allows a company to:

- A. use less-specialized machinery.
- B. increase planning and control.
- C. decrease single-minute exchange of die processes.
- D. optimize production runs for the components.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 78

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 insurer
- D. The seller

Answer: D (LEAVE A REPLY)

NEW QUESTION: 79

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

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 80

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: (SHOW ANSWER)

NEW QUESTION: 81

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

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

NEW QUESTION: 82

A firm has experienced multiple complaints from customers concerning the delivery of products with a wide range of reasons for the complaints. On which of the following measures should the firm focus its improvement efforts?

- A. Fill rate percentage
- B. Percentage on-time delivery
- C. Customer order lead time
- D. Perfect order fulfillment

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

NEW QUESTION: 83

A firm has identified groups of customers based on specific characteristics the customers desire from products and services the firm can provide. Characteristics include lead times, pricing tiers, and service levels. The firm is engaged in which of the following activities?

- A. Channel definition
- B. Market segmentation
- C. Customer differentiation
- D. Order winner segregation

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

NEW QUESTION: 84

Which of the following characteristics are reflective of a resilient supply chain?

- A. Proactive in anticipating events and fast recovery from undesirable events
- B. Proactive in anticipating events and slow recovery from undesirable events
- C. Reactive in anticipating events and slow recovery from undesirable events
- D. Reactive in anticipating events and fast recovery from undesirable events

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

The process used to determine the impact of promotions, price discounts, and rebates on demand forecasts commonly is referred to as demand:

- A. aggregating.

- B. planning.
- C. shaping.
- D. forecasting.

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

NEW QUESTION: 86

A methodology in which inventory is increasingly likely to be placed on consignment instead of being sold first to the retailer and then to the end customer is known as:

- A. A quick-response program (QRP)
- B. Vendor-managed inventory
- C. Collaborative planning, forecasting, and replenishment (CPFR)
- D. A continuous replenishment system.

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

NEW QUESTION: 87

An advantage of the Supply Chain Operational Reference Model (SCOR) is that it:

- A. allows the focus firm to better select, track and manage its suppliers and customers
- B. provides a uniform set of target values that a firm should achieve to be 'best in class'
- C. takes into account the performance of all the nodes in the supply chain
- D. has a hierarchical measurement system for supply chain attributes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 88

Which of the following statements is true when selecting the mode of transportation to use in a global supply chain?

- A. When moving heavy items long distances, water transportation offers the lowest cost and highest availability in most countries.
- B. Pipeline usage is limited because of the high variable cost of operation and difficulty moving between pipelines
- C. The difference in cost of warehousing in different countries makes air transportation viable only for very lightweight items.
- D. The availability, specifications, and geographic reach of rail transportation varies greatly from country to country.

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

NEW QUESTION: 89

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

- A. Decreasing the cash-to-cash cycle
- B. Reducing the level of inventory
- C. Satisfying customer requirements

D. Integrating processes between departments

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 90

Which of the following considerations are essential to a company's advanced supply chain strategy that utilizes cloud computing?

- A. Understanding the content and scope of a company's cloud implementation
- B. Understanding the history and evolution of supply chain technologies
- C. Understanding the complexity of information services configuration
- D. Understanding the product offering of local and global internet service providers (ISPs)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 91

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 92

In large supply chain transformation efforts, companies often ignore which critical component of change?

- A. Suppliers
- B. Customers
- C. Technology
- D. Culture

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

NEW QUESTION: 93

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

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

NEW QUESTION: 94

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. Move the production of the products to a low labor cost location.
- C. Evaluate the products' value to the customer and adjust prices accordingly.
- D. Implement a balanced scorecard.

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

NEW QUESTION: 95

When doing international business, a company's total line-haul costs will vary with the:

- A. volume shipped.
- B. pallets shipped.
- C. distance shipped.
- D. weight shipped.

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

NEW QUESTION: 96

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

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

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

NEW QUESTION: 97

Which of the following documentation represents a carrier's method of charging for transportation services performed?

- A. Shipment manifest
- B. Bill of lading (B/L)

- C. Freight invoice
- D. Letter of credit (L/C)

Answer: (SHOW ANSWER)

NEW QUESTION: 98

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 99

Which of the following circumstances best describes a roadblock to implementing customer relationship management (CRM)?

- A. Limited defined industry standards
- B. Lack of strategic alignment and integration within the organization
- C. Increased access to information for supply chain partners
- D. Deterioration of customer service levels

Answer: (SHOW ANSWER)

NEW QUESTION: 100

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

- A. brand.
- B. product.
- C. region.
- D. customer.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 101

Which of the following factors typically is most important in successfully implementing sales and operations planning (S&OP)?

- A. Creation of a dedicated S&OP organizational unit
- B. Focus on 3 months to 18 months in the future
- C. Involvement of specialists from all functional groups within an organization
- D. Involvement and accountability at senior management level

Answer: (SHOW ANSWER)

NEW QUESTION: 102

The primary reason to establish a customer-dedicated warehouse is to:

- A. equalize inbound and outbound logistics costs.
- B. balance inventory with consumption.
- C. position inventory to improve response time.
- D. integrate and consolidate an assortment of inventory.

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

NEW QUESTION: 103

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

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

NEW QUESTION: 104

A well-grounded program in which a company focuses on customer success involves:

- A. a commitment to focus on short-term business relationships.
- B. making similar commitments to customers in order to maintain lasting relationships.
- C. a thorough understanding of individual customers' requirements.
- D. a focus on relationships having high profitability and low potential for growth.

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

NEW QUESTION: 105

A company originally based in Germany sets up companies in India, China, Vietnam, Mexico, and Brazil. It sources most of the raw materials locally and employs the local workforce to manage and produce finished goods. Most of the goods produced are consumed in the same country. The company can be classified as what type of enterprise?

- A. Domestic
- B. Globally integrated
- C. Multinational
- D. Virtual

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 106

The primary reason for the evolution of the supply chain is:

- A. increased on-time delivery.
- B. increased communication.
- C. fewer rejects due to poor quality.

D. increased cost savings.

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 107

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 108

Total line-haul costs vary directly with:

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

Answer: (SHOW ANSWER)

NEW QUESTION: 109

Which of the following activities is an aspect of proper demand management?

- A. Considering all sources of demand
- B. Facilitating the use of resources to meet demand
- C. Prioritizing shop orders to meet demand
- D. Using demand to calculate takt time

Answer: B (LEAVE A REPLY)

NEW QUESTION: 110

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

- A. value-added network (VAN).
- B. customer portal.

- C. online catalog.
- D. customer relationship management (CRM).

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

NEW QUESTION: 111

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

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

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

NEW QUESTION: 112

In order to achieve economies of scale, a manufacturer is interested in producing large quantities. Which of the following functions of inventory will assist the manufacturer in achieving this goal?

- A. Buffering uncertainty
- B. Balancing supply and demand
- C. Geographical specialization
- D. Decoupling

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

NEW QUESTION: 113

A company is formally adhering to the principles of the UN Global Compact. After a review of their supply chain, they have found that a key supplier is in violation of the compact. The best action for the company to do first is:

- A. replace the supplier as soon as possible with a compliant supplier.
- B. do nothing. The company is not responsible for compliance of suppliers.
- C. require the supplier to become compliant.
- D. notify the supplier of non-compliance.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 114

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

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

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

NEW QUESTION: 115

The customer who provides point-of-sale data remains the sole decision-maker regarding order quantities when what type of inventory strategy is used?

- A. Quick response
- B. Vendor-managed replenishment
- C. Advanced continuous replenishment
- D. Continuous replenishment

Answer: A (LEAVE A REPLY)

NEW QUESTION: 116

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 117

Which of the following actions typically would be considered part of a reverse logistics strategy?

- A. Offering a discount on new purchases when used products are returned
- B. Manufacturing products in batches consistent with full-truckload shipments
- C. Batching returns of defective components to the suppliers
- D. Reducing the amount of packaging material used in shipping

Answer: A (LEAVE A REPLY)

NEW QUESTION: 118

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. focusing product design on manufacturing strengths
- C. initiating a social media presence.
- D. Implementing an independent system to capture customer data

Answer: A (LEAVE A REPLY)

NEW QUESTION: 119

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

- A. reduce transportation costs.

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 120

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

Answer: (SHOW ANSWER)

NEW QUESTION: 121

An effective procurement strategy for commodity products should focus on:

- A. spreading purchases equally across suppliers.
- B. selecting primary and alternate sources.
- C. driving down cost and reducing risk.
- D. selecting suppliers with value-added products.

Answer: (SHOW ANSWER)

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NEW QUESTION: 122

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 123

The six sigma approach to quality focuses on increasing customer satisfaction by:

- A. increasing efficiency
- B. reducing variability
- C. reducing waste
- D. simplifying processes

Answer: B (LEAVE A REPLY)

The correct answer is B. reducing variability.

The six sigma approach to quality is a methodology used to improve business processes and reduce defects. It focuses on measuring and analyzing data to identify and eliminate sources of variation in a process. By reducing variability, the process becomes more consistent, reliable, and predictable, which leads to higher customer satisfaction.

While increasing efficiency, reducing waste, and simplifying processes are also important goals of the six sigma approach, they are secondary to reducing variability. By reducing variability first, the other goals can be achieved more effectively and efficiently.

NEW QUESTION: 124

A large manufacturer wanting to be more competitive in the global market place decided to outsource its transportation and return processing to other companies on a contractual basis. The companies providing the services would be referred to as:

- A. retail services providers.
- B. distribution services providers.
- C. third party logistics providers.
- D. fourth party logistics providers.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 125

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. identify the impact on current orders and escalate.
- D. accept the order and schedule.

Answer: (SHOW ANSWER)

NEW QUESTION: 126

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. Value-added productivity per employee
- B. Order-fill rate performance
- C. Supply chain response time

D. Cash-to-cash cycle time

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 127

The primary use of the ISO 14001 standard is to allow firms to:

- A. improve the occupational health and safety of employees within the firm's buildings and factories.
- B. reduce costs by becoming eligible for tax advantages offered for meeting climate goals.
- C. provide guidance in monitoring the impact of activities throughout the life cycle.
- D. demonstrate compliance to allow for faster and easier movement of goods across country borders.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 128

The four risks of supply chain risk management are supply, demand,:

- A. quality, and process.
- B. value, and sustainability.
- C. process, and environmental.
- D. value, and environmental.

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

NEW QUESTION: 129

Using an independent service provider for logistics would be most appropriate in which of the following situations?

- A. A business that owns plants and warehouses globally
- B. A financial services company that wants to expand its services
- C. A shoe company that wants to penetrate a foreign market
- D. A cable television company that wants to add services

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 130

The primary objective of supply chain management is:

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 131

Direct shipment distribution typically offers which of the following advantages?

- A. Lead times are reduced.

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

Answer: (SHOW ANSWER)

NEW QUESTION: 132

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

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

Answer: C (LEAVE A REPLY)

The correct answer is C. Pareto chart.

A Pareto chart is a graphical tool used to identify the most significant causes of a problem. It is based on the Pareto principle, which states that 20% of the causes are responsible for 80% of the problems. In the context of prioritizing causes of equipment failures, a Pareto chart can help a team of operators to identify the most frequent causes of the failures and focus their efforts on addressing them first.

Brainsforming is not a recognized tool in the field of quality management and process improvement. Control charts are used to monitor a process over time and detect any changes or variations in its performance. Process flowcharts are used to map out the steps in a process and identify areas for improvement. While these tools can be useful in identifying equipment failures, they are not specifically designed to prioritize the causes of the failures.

NEW QUESTION: 133

Cash-to-cash cycle time is a measure of a firm's:

- A. responsiveness to customer's requirements
- B. total supply chain accounts receivable
- C. agility to meet changing customer requirements
- D. working capital utilization

Answer: B (LEAVE A REPLY)

NEW QUESTION: 134

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 135

The production scheduler for a bottleneck resource should:

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 136

Which of the following factors is a key motivation for supply chain collaboration?

- A. Regular negotiations
- B. Technology
- C. Traditional accounting methods
- D. A common interest

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 137

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. Retail outlet order frequency will decrease.
- B. Total transportation costs will decrease.
- C. Risk pooling benefits will decrease.
- D. Deliveries to the retail outlets will decrease in number.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 138

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

- A. Sales force automation
- B. Finite capacity planning

C. Point-of-purchase metrics

D. Reverse auctions

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

NEW QUESTION: 139

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

A. Drop shipping

B. Reverse logistics

C. Bulk-breaking

D. Cross-docking

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

NEW QUESTION: 140

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. 88.

B. 50.

C. 60.

D. 48.

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

NEW QUESTION: 141

Which of the following benefits of supplier relationship management typically results from collaboration with a few critical suppliers?

A. Elimination of formal contracts

B. Standardization of communications

C. Reduction in customer and supplier inventories

D. Automation of supplier sales activities

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 142

Which of the following actions by trading partners will likely reduce the goods that will be processed by the reverse supply chain?

A. Working to delay regulations that require accepting returns

B. Designing products that are easy to disassemble

C. Contracting with a third party to process returned goods

D. Providing support and service for proper product use

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

NEW QUESTION: 143

Which of the following factors would typically represent period demand?

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 144

A company wants to implement a system for managing environmental compliance with legislative and regulatory requirements. Which of the following sustainability tools is most appropriate?

- A. ISO 26000
- B. Global Reporting Initiative (GRI)
- C. ISO 14000
- D. UN Global Compact

Answer: C (LEAVE A REPLY)

NEW QUESTION: 145

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

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

Answer: (SHOW ANSWER)

The most appropriate measure of delivery performance for finished goods is A, perfect order fulfillment.

Perfect order fulfillment measures the percentage of orders that are delivered to the customer without any errors, such as incorrect items, damaged goods, or late delivery. This measure takes into account all aspects of the delivery process, including order accuracy, on-time delivery, and load efficiency.

On-time delivery (B) is important, but it does not capture the entire picture of delivery performance.

Load efficiency (C) is important for optimizing transportation costs, but it is not a measure of customer satisfaction or delivery performance.

Available-to-promise (D) is a measure of inventory availability, not delivery performance.

NEW QUESTION: 146

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 147

Which of the following cost elements typically would be included in the cost of carrying inventory?

- A. Direct materials
- B. Obsolescence
- C. Depreciation of product equipment
- D. Scrap during production

Answer: A (LEAVE A REPLY)

NEW QUESTION: 148

Which of the following approaches most likely will help a company reduce its cost of sales while increasing customer loyalty.

- A. Sales and operations planning (SOP)
- B. E-commerce
- C. Business process design
- D. Customer relationship management (CRM)

Answer: D (LEAVE A REPLY)

NEW QUESTION: 149

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

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 150

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. Outsourcing the distribution function
- B. Shipment through a multi-echelon distribution network

- C. Direct shipment from plant to customers
- D. Shipment from a central distribution warehouse

Answer: C (LEAVE A REPLY)

NEW QUESTION: 151

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

Answer: (SHOW ANSWER)

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NEW QUESTION: 152

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 153

Value stream mapping provides the most benefit when:

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

Answer: (SHOW ANSWER)

NEW QUESTION: 154

Which of the following outcomes occurs when direct shipping is used instead of a distribution network?

- A. Inventory velocity is reduced.
- B. Inventory obsolescence is reduced.
- C. Outbound transportation cost is reduced.
- D. Order-fill rates are reduced.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 155

Using new housing construction data as a predictor of construction equipment sales is an example of what type of forecasting method?

- A. Judgement
- B. Market survey
- C. Causal
- D. Time series

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

NEW QUESTION: 156

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 157

Which of the following measures effectively evaluates overall resources in a distribution warehouse?

- A. Throughput
- B. Cube utilization
- C. Labor efficiency
- D. Filled pallet positions

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

NEW QUESTION: 158

Which of the following actions most likely will increase market share for products that are critical manufacturing components for customers?

- A. Reducing prices below those of the competition
- B. Storing a range of the products on customer sites
- C. Incorporating the latest technology in the products

D. Providing a level of service to increase customer uptime

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

NEW QUESTION: 159

The purpose of a supply chain metrics dashboard is to:

- A. provide data on personnel performance
- B. monitor supply network performance
- C. monitor sales performance against plan
- D. measure demand management performance

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

NEW QUESTION: 160

An organization is striving to improve the transfer of multiple levels of data about products and services to trading partners in the supply chain network. Which of the following solutions is most appropriate?

- A. Electronic commerce
- B. Enterprise resources planning (ERP)
- C. Advanced planning and scheduling (APS)
- D. Business analytics

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 161

The Global Reporting Initiative (GRI) is intended to:

- A. establish the minimum standards that a firm should achieve for best-in-class.
- B. track the country's general business practices for country-to-country comparisons.
- C. allow for appropriate tariffs and fees for cross-border shipments.
- D. provide guidance on best practices for preparing a sustainability report.

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

NEW QUESTION: 162

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

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

NEW QUESTION: 163

Which of the following strategies is used primarily for demand planning?

- A. Push-pull replenishment
- B. Vendor-managed inventory
- C. Build-to-order scheduling
- D. Collaborative planning, forecasting, and replenishment

Answer: (SHOW ANSWER)

NEW QUESTION: 164

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 165

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

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 166

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: (SHOW ANSWER)

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NEW QUESTION: 167

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 168

In a supply chain network, the distribution center (DC) provides which of the following functions for the factory?

- A. Buffer from customer demand
- B. Obsolete inventory location
- C. Substitute producer
- D. Source of supply

Answer: A (LEAVE A REPLY)

NEW QUESTION: 169

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 stable.
- C. the local currency is strong.
- D. the local currency is weak.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 170

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 171

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

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

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

NEW QUESTION: 172

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

- A. gain competitive advantage.
- B. reduce costs.
- C. decrease product lead time.
- D. increase productivity.

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

NEW QUESTION: 173

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

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

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

NEW QUESTION: 174

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. Net present value (NPV)
- C. Return on investment (ROI)
- D. Internal rate of return (IRR)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 175

A company has applied lean thinking and tools to its internal operations over the last several years. The company is now concerned about its ability to recover from a supply disruption. Which of the following actions would be most appropriate for the company to take to increase its resiliency?

- A. Arrange for multiple sources for key components.
- B. Maintain 1 week's supply of safety stock for key components.
- C. Add capacity to enable quick recovery from a disruption
- D. Required the suppliers of key components to maintain safety stock

Answer: D (LEAVE A REPLY)

NEW QUESTION: 176

Which of the following situations is an example of postponement?

- A. Partially assembled goods are assembled at a later stage.
- B. Shipments are consolidated immediately for reshipment.
- C. Production begins after a customer order is received.
- D. Shipments are broken down into small groups for reshipment.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 177

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 178

What is the primary benefit of using a central storage warehouse for all components rather than using point-of-use storage?

- A. Reduced material handling costs
- B. Maintain a cleaner shop floor
- C. Reduced need for bar codes and radio frequency identification technology
- D. Ease of control and count accuracy

Answer: D (LEAVE A REPLY)

NEW QUESTION: 179

Which of the following actions hedges against commodity price fluctuations in a supply chain?

- A. Establish an online auction site
- B. Purchase always from the lowest bidder
- C. Purchase future options
- D. Increase safety stock levels

Answer: D (LEAVE A REPLY)

NEW QUESTION: 180

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

- A. Aligning partner performance based on channel-master requirements

- B. Communicating the strategic purpose to partner organizations
- C. Calculating partner performance
- D. Responding to resistance

Answer: B (LEAVE A REPLY)

NEW QUESTION: 181

Which of the following factors is the key determinant of safety stock for finished goods?

- A. Forecast variance
- B. Desired service level
- C. Standard deviation
- D. Mean absolute deviation (MAD)

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 182

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

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 183

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 184

Benchmarking a firm's performance against industry competitors is most valuable because it can reveal:

- A. which processes require improvement.
- B. that no further improvement is possible.
- C. a firm's leadership ranking relative to industry peers.
- D. a competitor's manufacturing processes.

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

NEW QUESTION: 185

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

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

NEW QUESTION: 186

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

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

NEW QUESTION: 187

A large retailer would like to reduce inventory investment in its distribution network. Which of the following actions is most likely to produce the desired result in the shortest time?

- A. Utilizing third-party logistics (3PL) providers
- B. Implementing cross-docking
- C. Forming strategic alliances
- D. Implementing break-bulk

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

NEW QUESTION: 188

In which of the following logistics structures does the flow of products typically proceed through an established arrangement of firms from origin to destination?

- A. Direct
- B. Echelon
- C. Combined
- D. Indirect

Answer: B (LEAVE A REPLY)

NEW QUESTION: 189

Which of the following organizational design choices is an example of vertical integration?

- A. Producing components used internally
- B. Awarding a one-time trade show contract
- C. Externally staffing a customer service center
- D. Contracting with a third-party logistics provider

Answer: A (LEAVE A REPLY)

NEW QUESTION: 190

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 191

A possible risk of licensing other companies to manufacture products is:

- A. losing market share.
- B. the products being over priced
- C. the products becoming a commodity
- D. the other companies becoming competitors

Answer: A (LEAVE A REPLY)

NEW QUESTION: 192

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: 193

A juice manufacturer wants to determine the time required to convert a dollar spent on materials into a dollar received in sales. Which of the following metrics would be most appropriate to make this determination?

- A. Cash-to-cash cycle time
- B. Average financial turnover
- C. Activity-based costing
- D. Inventory carrying cost

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 194

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 195

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 196

Which of the following benefits should a supplier expect to receive by becoming a certified supplier?

- A. Increase in access to competitive information
- B. Increase in price of items sold
- C. Reduction in number of items utilizing vendor-managed inventory (VMI)
- D. Reduction in redundant processes with buyer

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

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NEW QUESTION: 197

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 198

A remanufacturer of equipment is most likely to have what type of supply chain?

- A. Lateral
- B. Reverse logistics
- C. Modular logistics
- D. Mixed model

Answer: (SHOW ANSWER)

NEW QUESTION: 199

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

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 200

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 201

Which of the following design approaches is best suited for a manufacturer that wants to offer a variety of finished goods?

- A. Simultaneous engineering
- B. Modularization
- C. Specialization
- D. Simplification

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

NEW QUESTION: 202

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

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

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

NEW QUESTION: 203

Sell-side e-commerce must include:

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 204

A firm supplies a single line of products to consumers using retail stores and on-line sales, distributors, and wholesalers. Currently the firm has common pricing and response times for sales in each sales channel. Which of the following tools is most appropriate to employ to improve profitability?

- A. Customer-facing ordering systems
- B. Customer relationship management (CRM)
- C. Supply Chain Operations Reference (SCOR)
- D. Customer segmentation

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

NEW QUESTION: 205

Which of the following documents includes the valuation of goods for assessment of duties?

- A. Insurance certificate
- B. Bill of landing (B/L)
- C. Commercial invoice
- D. Export declaration

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

NEW QUESTION: 206

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 207

Which of the following consequences is a result of shipping directly from the point of manufacture to the customer rather than through a distribution network?

- A. Delivery lead times are consistent.
- B. Order-fill rate is decreased.
- C. Risk pooling benefits are negated.
- D. Distribution overhead is increased.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 208

Keeping all other factors equal, a company typically will try to maintain higher service levels for products with:

- A. shorter lead time.
- B. higher profit margins.
- C. lower sales volumes.
- D. wider variety.

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

NEW QUESTION: 209

Which of the following activities is most appropriate in the implementation of a lean production strategy?

- A. Implementing manufacturing cells

- B. Implementing batch type operations
- C. Increasing service through inventory
- D. Implementing a push strategy

Answer: A (LEAVE A REPLY)

NEW QUESTION: 210

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

- A. To combat widely reported sustainability abuses of multi-national companies

Answer: A (LEAVE A REPLY)

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: 211

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: (SHOW ANSWER)

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NEW QUESTION: 212

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 213

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

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

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

NEW QUESTION: 214

An effective company strategy results when combining innovative products with:

- A. a responsive supply chain.
- B. high inventory levels.
- C. accurate forecasts.
- D. an efficient supply chain.

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

NEW QUESTION: 215

Which type of purchase is best suited for single sourcing with a preferred supplier to reduce supply chain risk?

- A. Strategic
- B. Bottleneck
- C. Leverage
- D. Routine

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

NEW QUESTION: 216

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. 44
- C. 74
- D. 41

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

NEW QUESTION: 217

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 218

Which of the following supply chain areas utilize order management cost metrics?

- A. Commodity management
- B. Inspection
- C. Distribution
- D. inbound freight

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 219

Production of a company's highest profit items is dependent upon the purchase of high-quality circuit boards. Which level of collaboration should the company develop with their supplier?

- A. Pull replenishment
- B. Strategic partnership
- C. Revenue sharing
- D. Vendor-managed inventory (VMI)

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

NEW QUESTION: 220

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

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

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

NEW QUESTION: 221

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

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

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

NEW QUESTION: 222

A company has a high product mix and has decided to increase its supply chain flexibility. The most appropriate action for the company to take is to:

- A. increase the standardization of equipment and processes.
- B. implement a new inventory management system.
- C. decrease the cycle time of product development.
- D. implement principles of theory of constraints (TOC).

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 223

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. Implementing reverse logistics
- D. Opening a new retail store

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

NEW QUESTION: 224

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

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

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

NEW QUESTION: 225

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

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

Answer: B (LEAVE A REPLY)

The correct answer is B. Demand planning. In an APS system, the master schedule is the output of the planning process that converts the demand plan into a production plan. Therefore, the demand planning process is responsible for providing the necessary information to the master schedule. Purchasing planning, distribution planning, and fulfillment planning are all subprocesses of the overall planning process and may rely on the master schedule for their inputs.

NEW QUESTION: 226

The main benefit of a mass customization product design strategy is to:

- A. offer more product variety while keeping inventories low.
- B. sell high quantities of product to specific customer segments.
- C. avoid assembly of finished products.
- D. achieve economies of scale in purchasing components.

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 227

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

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 229

Which of the following situations is an example of inventory being held as a way to balance supply and demand?

- A. A manufacturer holds inventory of key components to maintain a level production schedule.
- B. A distributor maintains safety stock of slow-moving items at a central distribution center.
- C. A retailer stocks a variety of sizes and colors of a fast-selling item to avoid losing sales.
- D. A manufacturer of seasonal products builds finished-goods inventory before the peak selling period.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 230

A retailer wants to partner with its suppliers to implement automatic replenishment of inventories and joint sales forecasts. Which of the following supply chain management technologies most likely would support the retailer's strategy?

- A. Collaborative planning, forecasting, and replenishment
- B. Radio frequency identification (RFID) tags
- C. Advanced planning and scheduling
- D. Supplier relationship management applications

Answer: A (LEAVE A REPLY)

NEW QUESTION: 231

A manufacturer can simplify the forecasting process by pooling demand forecasts for a product group and then:

- A. disaggregating demand to the item level based on marketing input.
- B. allocating demand to each production site.
- C. disaggregating demand to the item level based on historical proportions.
- D. averaging total demand and spreading it evenly across all items.

Answer: (SHOW ANSWER)

NEW QUESTION: 232

Cost reduction, improvement of company focus, and freeing assets from noncore activities are among the results achieved through effective implementation of:

- A. collaboration.
- B. supply chain management.

- C. service supplier management.
- D. outsourcing.

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

NEW QUESTION: 233

Customer relationship management (CRM) provides the sales and customer service functions with:

- A. on-hand inventory balance for goods experiencing an increase in demand
- B. customer and market segments for logistics planning
- C. master production schedule (MPS) details for upcoming customer orders
- D. shipment history, promotional programs, and order status for specific products

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

NEW QUESTION: 234

Which of the following characteristics typically is required for a collaborative strategic relationship?

- A. History of successful collaboration
- B. Formal contracts defining the relationship
- C. High levels of trust
- D. Awareness of cultural differences

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

NEW QUESTION: 235

A company plans to implement a new software application for inventory optimization. Which of the following actions will most likely reduce the implementation time?

- A. Develop the new software in-house and purchase additional hardware
- B. Purchase the new software and customize it
- C. Integrate the new software with supply chain partners
- D. Purchase the new software and host it on secure cloud servers

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

NEW QUESTION: 236

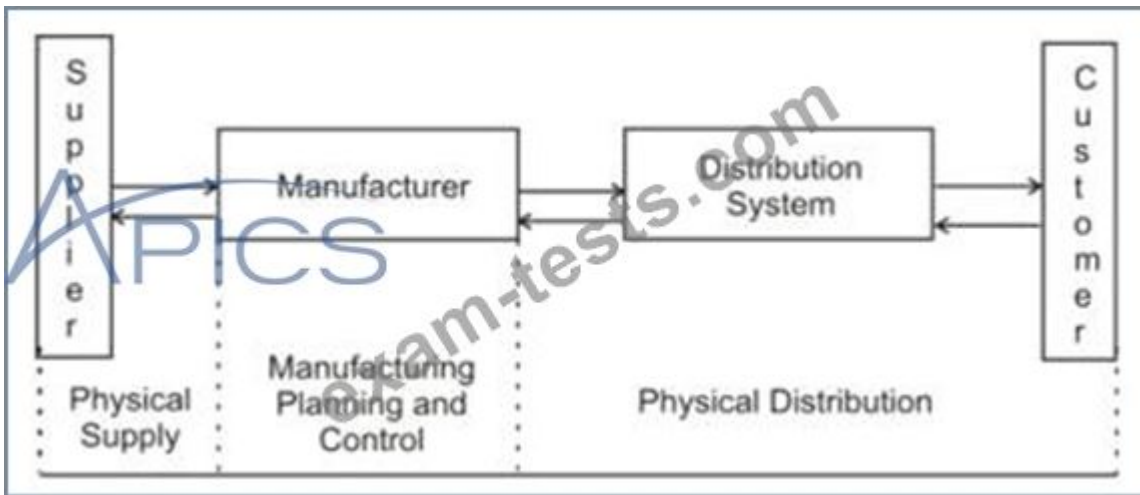
A key challenge in managing the supply chain for an innovative product is that:

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 237

The question below is based on the following flowchart:



Which of the following phrases most accurately describes the complete flow of demand information?

- A. From supplier to customer
- B. From customer to supplier
- C. From customer to manufacturer
- D. From supplier to manufacturer

Answer: B (LEAVE A REPLY)

NEW QUESTION: 238

In the analysis of costs, fixed costs are those that are:

- A. dependent on the utilization of the asset.
- B. independent of the volume of output.
- C. constant through the useful life of the asset.
- D. inversely proportionate to the volume of output.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 239

The primary benefit of an effective sales and operations planning (S&OP) process is that it provides a:

- A. direct and consistent dialogue between operations and senior management
- B. procedure for defining product family priorities.
- C. statement of production assuming unlimited resources.
- D. means to evaluate the feasibility of material requirements planning (MRP).

Answer: (SHOW ANSWER)

NEW QUESTION: 240

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 241

Which of the following statements regarding intellectual property protection is correct?

- A. There is minimal concern about protecting a firm's intellectual property when sourcing abroad.
- B. The suppliers and countries involved need to have legal constraints in place to protect intellectual property.
- C. The legal systems in most low-cost countries provide adequate trade secret protection.
- D. Products or components with high intellectual property content should be sourced globally.

Answer: (SHOW ANSWER)

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NEW QUESTION: 242

Which of the following processes is key to customer relationship management (CRM)?

- A. Event logging
- B. Demand planning
- C. Market segmentation
- D. Market research

Answer: (SHOW ANSWER)

The correct answer is C. Market segmentation.

Customer relationship management (CRM) is a strategy that organizations use to manage interactions with customers and potential customers. Market segmentation is a key process in CRM, as it involves dividing a target market into smaller groups with similar needs and characteristics. By segmenting the market, organizations can better understand their customers and tailor their marketing and sales efforts to meet their specific needs.

This, in turn, helps to build stronger relationships with customers and increase customer loyalty.

Event logging is a process of recording and monitoring events or transactions in a system. It can be useful for analyzing customer behavior, but it is not a key process in CRM.

Demand planning is a process of forecasting future demand for a product or service. While it is important for managing supply chain and inventory, it is not directly related to CRM.

Market research is a process of gathering information about a market, including customer needs and preferences. It is important for developing marketing strategies, but it is not a key process in CRM.

NEW QUESTION: 243

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: (SHOW ANSWER)

The correct answer is B. Perfect order fulfillment rate.

Perfect order fulfillment rate is a measure of how often a company delivers a complete, error-free order to its customers on time. This factor is a measure of supply chain reliability because it shows how dependable a company's supply chain is in delivering products to customers without any errors or delays. A high perfect order fulfillment rate indicates a reliable supply chain that can consistently meet customer demands. Therefore, it is an important factor to consider when evaluating supply chain performance.

Order-fulfillment cycle time (A) is a measure of the time it takes to fulfill an order from the time it is placed to the time it is delivered to the customer. This factor is more focused on efficiency than reliability.

Upside supply chain flexibility (C) is a measure of a company's ability to quickly and efficiently respond to increases in demand. This factor is more focused on agility than reliability.

Downside supply chain adaptability (D) is a measure of a company's ability to quickly and efficiently respond to decreases in demand. This factor is more focused on flexibility than reliability.

NEW QUESTION: 244

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. number of component shortages.
- B. time to fill customer orders.
- C. response time to a request for quote.

D. production planning horizon.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 245

Risk pooling is a concept that suggests:

A. demand variability is increased if demand is disaggregated across locations.

B. demand variability is reduced if demand is disaggregated across locations.

C. demand variability is increased if demand is aggregated across locations.

D. demand variability is reduced if demand is aggregated across locations.

Answer: D (LEAVE A REPLY)

The correct answer is D. demand variability is reduced if demand is aggregated across locations.

Risk pooling is a supply chain management strategy that involves combining demand from multiple locations or customers into a single order or production batch. This helps to reduce demand variability because it smooths out fluctuations in demand across different locations. By combining demand from multiple sources, the overall demand becomes more predictable and stable, which allows for more efficient production planning and inventory management.

In contrast, if demand is disaggregated across locations, there is a higher likelihood of demand variability because there are more independent sources of demand. This can lead to overproduction or underproduction at different locations, which can result in excess inventory or stockouts. Overall, risk pooling is a useful strategy for reducing demand variability and improving supply chain efficiency.

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