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QUESTION 1

Item Identification	Stock	Customer A Order Quantity	Customer B Order Quantity	Customer C Order Quantity
339	11	3	0	3
703	9	6	2	5
173	3	5	11	4

A company has prioritized A, B, and C, filling orders in that sequence. What are the impact to customer service levels for customers B and C?

- A. 100% service levels for B and C
- B. Customer B has higher service level
- C. Customer C has higher service level
- D. Customer B and C have the same service level

Correct Answer: B

QUESTION 2

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

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

Correct Answer: D

QUESTION 3

A company calculating shipping volume in unit load device containers is focusing on which mode of transportation?

- A. Trucking
- B. Ocean shipping
- C. Air freight
- D. Barges

Correct Answer: C

QUESTION 4

A logistics manager seeks total integration of components that are essential to achieve stated objectives. Which of the following frameworks would be best to implement?

- A. System concepts and analysis
- B. Total cost of ownership (TCO)
- C. Lean six sigma concepts
- D. Network inventory cost minimization

Correct Answer: A

QUESTION 5

A vessel operating under the threat of piracy or hostile military action is protected by the:

- A. United Nations (UN) military forces.
- B. country closest to the vessel at the time of attack.
- C. shipping company registry.
- D. naval forces of the flag of registry.

Correct Answer: D

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