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QUESTION 1

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

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

Correct Answer: C

QUESTION 2

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

Correct Answer: B

QUESTION 3

An ISO 9001 supplier demonstrates which of the following characteristics?

- A. Uses a six sigma quality system
- B. Has adopted the principles of total quality management (TQM)
- C. Has documented procedures and follows those procedures
- D. Purchases their raw material from another ISO 9001 certified supplier

Correct Answer: B

QUESTION 4

All of the following are examples of functional products that have become innovative products over time EXCEPT:

- A. Colgate toothpaste

B. Ben and Jerry's ice cream

C. Starbucks Coffee

D. Mrs. Field's cookies

Correct Answer: A

QUESTION 5

The probability of customer dissatisfaction is highest when which of the following conditions exists?

A. Customer expectations are clearly defined.

B. Supplier execution is too low.

C. There is a gap between expected performance and perceived performance.

D. There is a gap between what was indicated and what was accomplished.

Correct Answer: C

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