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QUESTION 1

What is the overall performance of a logistics provider with the following metrics?

On-time delivery	98%
Correct shipping label	95%
Damage free	87%
Order completely filled	92%

- A. 98%
- B. 93%
- C. 87%
- D. 75%

Correct Answer: B

QUESTION 2

A trucking company has determined that exception rates are best to offer a wine retailer that ships five truckloads or more of wine from Bordeaux to Paris every Monday. One example of this type of exception rate is a(n):

- A. commodity rate.
- B. freight all kind.
- C. cube rate.
- D. aggregate tender rate.

Correct Answer: C

QUESTION 3

A bunker adjustment factor is a freight charge for the cost of which of the following components?

- A. Fuel
- B. Yard movement
- C. Currency
- D. Chassis

Correct Answer: A

QUESTION 4

Which of the following supply chain types best describe one in which both product and processes are designed so everything can be reused or recycled:

- A. Value stream
- B. Closed-loop
- C. Reverse
- D. Sustainable

Correct Answer: B

QUESTION 5

From a strategic customer relationship management (CRM) perspective, a company should strive to: A. not refuse to do business with a customer.

- B. provide customer intimacy to all customers.
- C. realize that the same approach may be inappropriate for all customers.
- D. realize that all customers desire close relationships with the company.

Correct Answer: D

QUESTION 6

Which of the following statements best illustrates the logistics value proposition?

- A. It is based on cost minimization or revenue maximization.
- B. It primarily involves transportation, planning, and execution.
- C. It integrates operational components to minimize total cost and maximize revenue.
- D. It includes procurement, manufacturing, and facility network design.

Correct Answer: D

QUESTION 7

Which of the following conditions when met, economically justifies the addition of new warehouse facilities?

- A. Cost of warehousing and local delivery is greater than cost of direct shipment to the customers
- B. Cost of warehousing and local delivery is less than cost of direct shipment to the customers

- C. Cost of warehousing is greater than cost of local delivery
- D. Cost of warehousing is less than cost of local delivery

Correct Answer: A

QUESTION 8

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

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

Correct Answer: A

QUESTION 9

Which of the following sustainability approaches describes the process of returning a product or part to the market after making it as good as new?

- A. Reuse
- B. Reconditioning
- C. Recycling
- D. Remanufacturing

Correct Answer: D

QUESTION 10

Which of the following supply chain integrative processes assesses the repair and support of products?

- A. Product/service development launch
- B. Supplier relationship collaboration
- C. Life cycle support
- D. Reverse logistics

Correct Answer: C

QUESTION 11

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

QUESTION 12

A company would like to implement a strategic initiative of enhancing its reverse logistics process. Which of the following statements best describes the profitability impact of such a strategy?

- A. More profits due to higher return rate of customers
- B. More profits due to larger volume of returned products
- C. Less profits due to increase in investment costs
- D. Less profits due to negative impact on brand image

Correct Answer: A

QUESTION 13

What facility location method has the advantage of analyzing both quantitative data and hard-to-evaluate criteria?

- A. Center-of-gravity
- B. Factor rating
- C. Location and break-even analysis
- D. Least-cost-per-lane

Correct Answer: B

QUESTION 14

In addition to operational performance, which of the following measurement criteria offer the best options for a manager interested in setting a baseline of key logistical performance measures?

- A. Profit margin and service reliability

- B. Profit margin and customer service
- C. Inventory availability and service reliability
- D. Inventory availability and product reliability

Correct Answer: A

QUESTION 15

Which of the following groups of metrics measure service from the customer's perspective?

- A. Inventory availability, stockout frequency, fill rate, and order cycle time
- B. Inventory availability, stockout frequency, fill rate, and inbound transportation
- C. Order backlog, orders shipped complete, inventory availability, and product defects
- D. Order backlog, invoicing accuracy, response time, and order cycle time

Correct Answer: A

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