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QUESTION 1

All of the following are broad types of benchmarking EXCEPT:

- A. competitive benchmarking
- B. best-in-class benchmarking
- C. personal benchmarking
- D. process benchmarking

Correct Answer: C

QUESTION 2

Which of the following is one of the five common barriers companies face when implementing a project?

- A. competition
- B. confusion C. cash flow
- D. research and development
- E. performance

Correct Answer: B

QUESTION 3

All of the following helps build a brand EXCEPT:

- A. reputation
- B. product functionality
- C. advertising and promotion
- D. polling customers of competitors
- E. awareness among buyers

Correct Answer: D

QUESTION 4

What does the "P" in PDCA stand for?

- A. partnership

- B. performance
- C. phased
- D. plan
- E. process

Correct Answer: D

QUESTION 5

Forecasts are most accurate for _____?

- A. aggregate demand
- B. dependent demand
- C. independent demand
- D. individual end items

Correct Answer: A

QUESTION 6

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

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

Correct Answer: D

QUESTION 7

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

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

Correct Answer: B

QUESTION 8

In the Supply Chain Operations Reference-model (SCOR), the cash-to-cash cycle time for a manufacturing company is the number of days between which two of the following situations?

- A. Paying for raw materials and getting paid for the product
- B. Shipping the product from the warehouse and receiving it at the customer's location
- C. Paying for raw materials and sending an invoice to the customer
- D. Billing the customer and getting paid for the product

Correct Answer: A

QUESTION 9

All of the following are types of customers EXCEPT:

- A. noncustomer
- B. vulnerable customer
- C. loyal customer
- D. past due customer
- E. lost customer

Correct Answer: D

QUESTION 10

A chief financial officer is concerned about a company's supply chain performance. The key performance indicator (KPI) most likely to be reviewed is the:

- A. cash-to-cash cycle time
- B. supply chain cost
- C. cost of goods sold (COGS)
- D. order fulfillment cycle time

Correct Answer: D

QUESTION 11

Which of the following industry segment's reverse logistics process is most likely to result in the disposition of remanufacturing?

- A. Electronics
- B. Furniture
- C. Precious commodities
- D. Paper products

Correct Answer: A

QUESTION 12

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

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

Correct Answer: A

QUESTION 13

All of the following are key lean concepts EXCEPT:

- A. banish waste and strive for perfection
- B. eliminate inventories
- C. orderly, safe workplace
- D. empowered teams
- E. no more than 3.4 defects per million opportunities

Correct Answer: E

QUESTION 14

All of the following are business processes EXCEPT?

- A. demand management
- B. returns management

C. order fulfillment

D. purchasing

Correct Answer: D

QUESTION 15

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

A. ISO 31000

B. ISO 14000

C. ISO 26000

D. ISO 9000

Correct Answer: A

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