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Question 1

Question Type: MultipleChoice

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

Options:

- A- Third-party logistics (3PL)
- B- Sales force automation (SFA)
- C- Business-to-business (B2B) commerce
- D- Point-sale (POS) metrics

Answer:

A

Question 2

Question Type: MultipleChoice

A company that is effectively managing its cash will have which of the following conditions?

Options:

- A- Low accounts receivable, low inventory, high accounts payable
- B- High accounts receivable, low inventory, high accounts payable
- C- Low accounts receivable, high inventory, low accounts payable
- D- High accounts receivable, high inventory, low accounts payable

Answer:

B

Question 3

Question Type: MultipleChoice

A company that has documented the current state of return processes most appropriately would next:

Options:

- A- benchmark against the Supply Chain Operations Reference (SCOR) modal
- B- evaluate whether the enterprise resources planning (ERP) system can handle the new state.
- C- assign a project leader for the change effort
- D- adopt six sigma to ensure defect-free implementation

Answer:

A

Question 4

Question Type: MultipleChoice

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

Options:

- A- Many top managers fail to have a good grasp of the cost and benefits of returns

- B-** Often too much time passes between a product sale and a return
- C-** The quality issues surrounding returns are too difficult to assess.
- D-** Transportation costs for returns are uncertain and usually higher than for sales

Answer:

A

Question 5

Question Type: MultipleChoice

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

Options:

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

Answer:

A

Question 6

Question Type: MultipleChoice

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

Options:

A- Brainstorming

B- Control chart

C- Pareto chart

D- Process flowchart

Answer:

B

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