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Question: 869

What is the primary challenge of implementing a CRM system in logistics?

- A. High operational costs
- B. Complexity of integration with existing systems
- C. Lack of customer demand
- D. Overemphasis on technology

Answer: B

Explanation: Integrating a new CRM system with existing logistics and supply chain systems can be complex and resource-intensive, posing a significant challenge.

Question: 870

In facility planning, _____ analysis involves assessing potential risks and vulnerabilities in the supply chain.

Answer: risk

Explanation: Risk analysis identifies weaknesses in the supply chain that could lead to disruptions, allowing for proactive planning.

Question: 871

Which approach is most effective for reducing inventory holding costs?

- A. Increasing safety stock
- B. Implementing just-in-time (JIT) inventory

- C. Expanding warehouse space
- D. Offering discounts to customers

Answer: B

Explanation: JIT inventory management reduces holding costs by keeping inventory levels low and only ordering what is needed when it is needed.

Question: 872

What is "distribution planning"?

- A. Planning the delivery of goods to customers
- B. Managing supplier relationships
- C. Focusing on production schedules
- D. Overseeing marketing strategies

Answer: A

Explanation: Distribution planning involves planning the delivery of goods to customers, ensuring that products are available where and when needed.

Question: 873

In transportation planning, what does the term "lead time" refer to?

- A. The time taken to transport goods
- B. The time from order placement to delivery
- C. The time required for customs clearance
- D. The time needed for route optimization

Answer: B

Explanation: Lead time refers to the total time from when an order is placed until the goods are delivered, encompassing all processes involved.

Question: 874

Which of the following metrics is crucial for assessing the sustainability of reverse logistics operations?

- A. Return rate
- B. Carbon footprint
- C. Inventory turnover
- D. Customer feedback scores

Answer: B, C

Explanation: The carbon footprint measures the environmental impact of logistics operations, and inventory turnover can indicate how efficiently resources are being utilized, both critical for sustainability assessments.

Question: 875

In terms of logistics, what does "last mile delivery" refer to?

- A. The final leg of the supply chain from a distribution center to the customer
- B. The initial transport of goods to a distribution center
- C. The return of products from customers to suppliers
- D. The entire journey of goods from supplier to customer

Answer: A

Explanation: Last mile delivery focuses on the movement of goods from the last distribution point to the end customer, often seen as a critical aspect of customer satisfaction.

Question: 876

Which inventory management technique focuses on the continuous review of inventory levels?

- A. Periodic review system
- B. ABC analysis
- C. Just-in-Time (JIT)
- D. Continuous review system

Answer: D

Explanation: A continuous review system monitors inventory levels at all times, allowing for immediate reordering when stock falls below a certain threshold.

Question: 877

What aspect of customer relationship management is most affected by poor order fulfillment?

- A. Customer acquisition strategies
- B. Brand loyalty
- C. Marketing effectiveness

D. Supply chain efficiency

Answer: B

Explanation: Poor order fulfillment can significantly damage brand loyalty, as customers may choose competitors if their expectations are not met.

Question: 878

Which of the following technologies can enhance supply chain analytics?

- A. Big Data
- B. Internet of Things (IoT)
- C. Blockchain
- D. Manual tracking

Answer: A, B, C

Explanation: Big Data, IoT, and Blockchain can significantly enhance supply chain analytics by providing more data, improved tracking, and better transparency, while manual tracking is less effective.

Question: 879

What is the primary purpose of a Transportation Management System (TMS)?

- A. To manage customer relationships
- B. To optimize logistics costs and improve efficiency
- C. To track inventory levels

D. To forecast demand

Answer: B

Explanation: A TMS primarily aims to optimize logistics costs and improve transportation efficiency by planning, executing, and analyzing the movement of goods.

Question: 880

Which of the following factors is least likely to impact the accuracy of forecasts used in master scheduling?

- A. Historical sales data
- B. Economic trends
- C. Internal employee turnover
- D. Competitor pricing strategies

Answer: C

Explanation: While employee turnover can affect operations, it has less direct influence on the accuracy of demand forecasts compared to external factors.

Question: 881

What is the main advantage of using a dedicated fleet for transportation?

- A. Increased operational costs
- B. Enhanced control and reliability
- C. Limited flexibility

D. Higher utilization rates

Answer: B

Explanation: A dedicated fleet provides enhanced control and reliability, allowing companies to manage their logistics more effectively and meet specific service requirements.

Question: 882

Which of the following is a common technique for smoothing demand fluctuations?

- A. Price discounts
- B. Demand forecasting
- C. Promotional strategies
- D. Production leveling

Answer: C, D

Explanation: Promotional strategies and production leveling are techniques used to smooth out demand fluctuations, reducing variability.

Question: 883

A facility's _____ represents the maximum output it can achieve under normal conditions.

Answer: capacity

Explanation: Capacity refers to the maximum amount of product that a facility can produce or handle efficiently over a given time period.

Question: 884

Which of the following is a key principle of lean warehousing?

- A. Maximizing inventory levels
- B. Reducing waste and enhancing flow
- C. Increasing the number of storage locations
- D. Standardizing all warehouse processes

Answer: B

Explanation: Lean warehousing focuses on minimizing waste and optimizing processes to improve efficiency and value.

Question: 885

Which of the following is a key component of effective customer relationship management?

- A. Ignoring customer feedback
- B. Personalization of customer interactions
- C. Increasing product prices regularly
- D. Reducing customer service channels

Answer: B

Explanation: Personalization enhances the customer experience by catering to individual preferences and needs, crucial for building strong relationships.

Question: 886

Which of the following metrics is essential for evaluating transportation efficiency?

- A. Order fill rate
- B. Transportation cost per unit
- C. Employee productivity
- D. Inventory turnover

Answer: B

Explanation: Transportation cost per unit is a critical metric for evaluating transportation efficiency, as it directly reflects the effectiveness of logistics operations.

Question: 887

In the context of transportation management systems (TMS), what is the primary function of route optimization?

- A. Minimizing transit time
- B. Reducing fuel consumption
- C. Enhancing customer satisfaction
- D. All of the above

Answer: D

Explanation: Route optimization aims to minimize transit time, reduce fuel

consumption, and enhance customer satisfaction by ensuring timely deliveries.

Question: 888

The financial term _____ refers to a system where a buyer pays for goods once they have been received and inspected.

Answer: open account

Explanation: An open account allows buyers to receive goods and pay later, reducing upfront costs and increasing liquidity.

Question: 889

Which of the following is NOT a benefit of using technology in transportation management?

- A. Improved data accuracy
- B. Increased manual processes
- C. Enhanced visibility
- D. Better decision-making

Answer: B

Explanation: Technology in transportation management reduces manual processes, leading to improved efficiency and accuracy in operations.

Question: 890

Which statistical method is used to assess the relationship between demand and one or more independent variables?

- A. Time Series Analysis
- B. Regression Analysis
- C. Correlation Coefficient
- D. Monte Carlo Simulation

Answer: B, C

Explanation: Regression Analysis assesses relationships between variables, while the Correlation Coefficient quantifies the strength of the relationship.

Question: 891

Which of the following is a disadvantage of a decentralized distribution network?

- A. Increased transportation costs
- B. Longer lead times
- C. Improved customer service
- D. Higher inventory levels

Answer: A

Explanation: Decentralized networks can lead to increased transportation costs due to the need for multiple distribution points.



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