

MCQs: Specialization:-OPERATION MANAGEMENT

Course Code- 206

Course Name -Supply Chain Management

Unit I- Supply Chain Structure

Sr.no	Question	ANSWERS
1	Which of the following is not a stage within a typical supply chain? Customers Retailers Wholesalers/Distributors Manufacturers All of the above are stages within a typical supply chain.	E
2	2. Which of the following is not a stage within a typical supply chain? Customers Retailers Wholesalers/Distributors Merchandisers Component/Raw material suppliers	D
3	3. Supply chain profitability is not correlated to the value generated by the various stages of the supply chain. the total profit to be shared across all supply chain stages. the difference between the revenue generated from the customer and the overall cost across the supply chain. the total revenue generated by the distributor stage of the supply chain. b and c only	E
4	4. Successful supply chain management requires which of the following decision phases? supply chain strategy/design supply chain planning supply chain operation all of the above a and b only	D
5	5. The decision phases in a supply chain include production scheduling. customer relationship management supply chain operation. supply chain orientation.	C

	all of the above	
6	<p>6. The cycle view of a supply chain holds that the processes in a supply chain are divided into 2 categories.</p> <p>the processes in a supply chain are divided into a series of activities performed at the interface between successive stages.</p> <p>all processes in a supply chain are initiated in response to a customer order.</p> <p>all processes in a supply chain are performed in anticipation of customer orders.</p> <p>None of the above are true.</p>	B
7	<p>7. The push/pull view of a supply chain holds that the processes in a supply chain are divided into a series of activities performed at the interface between successive stages.</p> <p>all processes in a supply chain are initiated in response to a customer order.</p> <p>all responses in a supply chain are performed in anticipation of customer orders.</p> <p>the processes in a supply chain are divided into 2 categories depending on whether they are initiated in response to or in anticipation of customer orders.</p> <p>None of the above are true.</p>	D
8	<p>8. Which of the following is not a cycle in the supply chain cycle view?</p> <p>Analysis cycle</p> <p>Customer order cycle</p> <p>Replenishment cycle</p> <p>Manufacturing cycle</p> <p>Procurement cycle</p>	A
9	<p>9. Which of the following is not a cycle in the supply chain cycle view?</p> <p>Customer order cycle</p> <p>Replenishment cycle</p> <p>Manufacturing cycle</p> <p>Procurement cycle</p> <p>All of the above are part of the supply chain cycle view.</p>	E
10	<p>10. The customer order cycle occurs at the</p> <p>customer/retailer interface.</p> <p>retailer/distributor interface.</p> <p>distributor/manufacture interface.</p> <p>manufacturer/supplier interface.</p>	A

	none of the above	
11	<p>11. Which of the following is not a process in the customer order cycle?</p> <p>Customer arrival Customer order entry Customer order fulfillment Customer order receiving All are processes in the customer order cycle</p>	A
12	<p>12. Customer arrival refers to</p> <p>the point in time when the customer has access to choices and makes a decision regarding a purchase. the customer informing the retailer of what they want to purchase and the retailer allocating product to the customer. the process where product is prepared and sent to the customer. the process where the customer receives the product and takes ownership. none of the above</p>	C
13	<p>13. The objective of the customer arrival process is to</p> <p>a. get the correct orders to customers by the promised due date at the lowest possible cost. b. maintain a record of product receipt and complete payment. c. maximize the conversion of customer arrivals to customer orders. d. ensure that orders are quickly and accurately entered and communicated to other affected supply chain processes. e. none of the above</p>	D
14	<p>14. Customer order entry is</p> <p>the point in time when the customer has access to choices and makes a decision regarding a purchase. the customer informing the retailer of what they want to purchase and the retailer allocating product to the customer. the process where product is prepared and sent to the customer. the process where the customer receives the product and takes ownership. none of the above</p>	B
15	<p>15. The objective of customer order entry is to</p> <p>get the correct orders to customers by the promised due date at the lowest possible cost. maintain a record of product receipt and complete payment. maximize the conversion of customer arrivals to customer orders. ensure that orders are quickly and accurately entered and</p>	D

	communicated to other affected supply chain processes. none of the above	
16	16."Quality is defined by the customer" is : An unrealistic definition of quality A user-based definition of quality A manufacturing-based definition of quality A product-based definition of quality	B
17	17. According to the manufacturing-based definition of quality quality is the degree of excellence at an acceptable price and the control of variability at an acceptable cost quality depends on how well the product fits patterns of consumer preferences quality is the degree to which a specific product conforms to standards	D
18	The supply chain concept originated in what discipline? marketing operations logistics production	A
19	Zero defects in manufacturing is is a relevant goal only in electronic assembly is readily achievable in all areas is the goal of TQM is an unobtainable and misleading idea	C
20	The supply chain management philosophy emerged in which decade? 1960s 1970's 1980s 1990s	C
21	Which one of the following is not a typical question dealt with by an operations managers? How much capacity will be needed in the months ahead? What is a satisfactory location for a new facility? How to motivate employees? All are typical of operations decisions.	D
22	Which of the following are not key attributes of supply chain management? inventory control leveraging technology	C

	customer power all are key attributes	
23	Positive, long-term relationships between supply chain participants refer to: Co-opetitions tailored logistics partnerships supply chain management	D
24	24. Which one of the following best represents a pure good? Soap Fast food Attending a play Vehicle repair	A
25	25. Which of the following statements is true of LEAN? Lean principles focus on advanced statistical methods Lean principles are separate body of knowledge Lean principles have been developed over a lengthy period of time. Lean principles include reducing waste.	D
26	26. The bullwhip effect: is an ineffective way to motivate warehouse employees applies to rodeos and has nothing to do with supply chain management refers to the “swaying” motion associated with triple trailers Refers to variability in demand orders among supply chain participants.	B
27	27. According to the manufacturing-based definition of quality quality is the degree of excellence at an acceptable price and the control of variability at an acceptable cost quality depends on how well the product fits patterns of consumer preferences even though quality cannot be defined, you know what it is quality is the degree to which a specific product conforms to standards	D
28	28. The variability in demand orders among supply chain participants: cannot be controlled refers to the bullwhip effect can be controlled with electronic order placement is more pronounced in relational exchanges	D
29	29. Cooperative supply chain relationships developed to enhance	C

	<p>the overall business performance of both parties is a definition of:</p> <ul style="list-style-type: none"> third-party logistics supply chain collaboration dovetailing relationship marketing 	
30	<p>30.Process improvement technique that sorts the "vital few" from the "trivial many" is</p> <ul style="list-style-type: none"> Taguchi analysis Pareto analysis benchmarking Yamaguchi analysis 	D
31	<p>A fishbone diagram is also known as a</p> <ul style="list-style-type: none"> cause-and-effect diagram poka-yoke diagram Kaizen diagram Taguchi diagram 	B
32	<p>Which of the following functions is not a core function of an organisation?</p> <ul style="list-style-type: none"> The Product/Service Dev.Function The Operations Function The Marketing (Including Sales) Function The accounting and finance function 	A
33	<p>33.Customer order fulfillment refers to</p> <ul style="list-style-type: none"> the point in time when the customer has access to choices and makes a decision regarding a purchase. the customer informing the retailer of what they want to purchase and the retailer allocating product to the customer. the process where product is prepared and sent to the customer. the process where the customer receives the product and takes ownership. none of the above 	D
34	<p>34. The objective of customer order fulfillment is to</p> <ul style="list-style-type: none"> get the correct orders to customers by the promised due date at the lowest possible cost. maintain a record of product receipt and complete payment. maximize the conversion of customer arrivals to customer orders. ensure that orders are quickly and accurately entered and communicated to other affected supply chain processes. none of the above 	D
35	<p>35.Customer order receiving is</p>	D

	<p>the point in time when the customer has access to choices and makes a decision regarding a purchase</p> <p>the customer informing the retailer of what they want to purchase and the retailer allocates product to the customer.</p> <p>the process where product is prepared and sent to the customer.</p> <p>the process where the customer receives the product and takes ownership.</p> <p>none of the above</p>	
36	<p>36.The replenishment cycle occurs at the customer/retailer interface.</p> <p>retailer/distributor interface.</p> <p>distributor/manufacturer interface.</p> <p>manufacturer/supplier interface</p> <p>none of the above</p>	D
37	<p>37.The processes involved in the replenishment cycle include</p> <p>retail order receiving.</p> <p>retail order entry.</p> <p>retail order trigger.</p> <p>retail order fulfillment.</p> <p>all of the above</p>	E
38	<p>38.The processes included in the replenishment cycle include all of the following except</p> <p>retail order receiving.</p> <p>retail order entry</p> <p>retail order trigger.</p> <p>retail order fulfillment.</p> <p>none of the above</p>	D
39	<p>39.The processes included in the replenishment cycle include</p> <p>order arrival.</p> <p>production scheduling.</p> <p>retail trigger.</p> <p>manufacturing.</p> <p>receiving.</p>	D
40	<p>40. The replenishment cycle is initiated when</p> <p>the customer walks into the supermarket.</p> <p>the customer calls a mail order telemarketing center.</p> <p>customers load items intended for purchase into their carts.</p> <p>a product is received into stock at a store.</p> <p>None of the above.</p>	D
41	<p>41.The manufacturing cycle occurs at the</p>	D

	<p>customer/retailer interface. retailer/distributor interface. distributor/manufacture interface. manufacturer/supplier interface. none of the above</p>	
42	<p>42. The processes involved in the manufacturing cycle include receiving. manufacturing and shipping. production scheduling. order arrival. all of the above</p>	C
43	<p>43. The processes involved in the manufacturing cycle include order trigger. production scheduling. order fulfillment. order entry. manufacturing order analysis.</p>	B
44	<p>44. The production scheduling process in the manufacturing cycle is similar to the order receiving process in the replenishment cycle. order fulfillment process in the replenishment cycle. order entry process in the replenishment cycle. order trigger process in the replenishment cycle. none of the above</p>	C
45	<p>45. The manufacturing and shipping process in the manufacturing cycle is equivalent to the order receiving process in the replenishment cycle. order fulfillment process in the replenishment cycle. order entry process in the replenishment cycle order trigger process in the replenishment cycle. none of the above</p>	B
46	<p>46. The procurement cycle occurs at the customer/retailer interface. retailer/distributor interface. distributor/manufacture interface. manufacturer/supplier interface. none of the above</p>	D
47	<p>47. The relationship between the manufacturer and supplier during the procurement cycle is very similar to the relationship between customer and retailer.</p>	D

	<p>retailer and distributor. distributor and manufacturer. manufacturer and customer.</p>	
48	<p>48. The cycle view of the supply chain is useful when considering operational decisions, because it categorizes processes based on whether they are initiated in response to or in anticipation of customer orders. it specifies the roles and responsibilities of each member of the supply chain. processes are identified as either reactive or speculative. it focuses on processes that are external to the firm. it focuses on processes that are internal to the firm.</p>	D
49	<p>49. The push/pull view of the supply chain is useful when considering strategic decisions relating to supply chain design, because it categorizes processes based on whether they are initiated in response to or in anticipation of customer orders. it specifies the roles and responsibilities of each member of the supply chain. it clearly defines the processes involved and the owners of each process. it focuses on processes that are external to the firm. it focuses on processes that are internal to the firm.</p>	A
50	<p>50. Which of the following statements about pull processes is accurate? May also be referred to as speculative processes. Execution is initiated in anticipation of customer orders. At the time of execution, demand must be forecast May also be referred to as reactive processes. None of the above are accurate.</p>	B

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UNIT-II- Flows in SC:

Sr. no	Question	Answer
1	Which of the following is not an accurate statement about pull processes? May also be referred to as speculative processes. Execution is initiated in response to a customer order. At the time of execution, demand is known with certainty. May also be referred to as reactive processes All of the above are accurate.	A
2	2. Which one of the following is not a typical question dealt with by an operations managers? How much capacity will be needed in the months ahead? What is a satisfactory location for a new facility? How to motivate employees? All are typical of operations decisions.	C
3	3. Which of the following are not key attributes of supply chain management? inventory control leveraging technology customer power all are key attributes	D
4	4. The major decision areas in supply chain management are planning, production ,distribution, inventory Location, production, scheduling ,inventory location ,production ,inventory location ,production, distribution, marketing	B
5	5. Distribution requirements planning is a system for inventory management distribution planning both 'a' and 'b' none of the above	D
6	6. Reverse logistics is required because	C

	<p>goods are defective goods are unsold the customer simply change their minds all of the above</p>	
7	<p>7.PL stands for three points logistics third party logistics three points location none of the above</p>	A
8	<p>8. What are the elements of logistics system ? transportation warehousing inventory management all of the above</p>	C
9	<p>9. Logistics system are made up of 3 main activities. order processing inventory management both 'a' and 'b' none of these</p>	C
10	<p>10.E-logistics features : every modification is logged advanced search capabilities both 'a' and 'b' none of these above</p>	D
11	<p>11. Which is not a part of basic systems of codification? alphabetical system numerical system colour coding system none of these above</p>	B
12	<p>12. Which of the following is not a component of 4 PL? control room resource providers Information</p>	B

	Recycling	
13	13. Which of the following is not a part of supply chain management system? Supplier Manufacturer information flow Competitor	D
14	14DRP stands for distribution requirement planning dividend requirement planning distribution resource planning distribution reverse planning	A
15	15.What is a perfect order? simultaneous achievement of relevant customer metrics an order that arrives on time an order that arrives undamaged an order that is easy for the receiver to fill	A
16	16. Supply chain macro processes include which of the following? Customer Relationship Management (CRM) Internal Supply Chain Management (ISCM) Supplier Relationship Management (SRM) all of the above none of the above	D
17	17.Supply chain macro processes include which of the following? Internal Relationship Management (IRM) Customer Relationship Management (CRM) External Relationship Management (ERM) Supply Chain Relationship Management (SCRM) none of the above	B
18	18.Supply chain macro processes include which of the following? Internal Relationship Management (IRM) External Relationship Management (ERM) Supplier Relationship Management (SRM) Supply Chain Relationship Management (SCRM)	D

	none of the above	
19	19.Activities involved in the Customer Relationship Management (CRM) macro process include planning of internal production and storage. order fulfillment. marketing. supply planning. demand planning.	B
20	20.Activities involved in the Customer Relationship Management (CRM) macro process include all of the following except marketing. sales. order management. call center management. All of the above are activities of CRM.	D
21	21. Activities involved in the Internal Supply Chain Management (ISCM) macro process include marketing. order fulfillment. sales. order management. call center management.	D
22	22.Activities involved in the Internal Supply Chain Management (ISCM) macro process include all of the following except planning of internal production and storage. order fulfillment. supply planning. order management.	B
23	23. Activities involved in the Supplier Relationship Management (SRM) macro process include planning of internal production and storage. order fulfillment. supplier evaluation and selection. order management.	C

24	<p>24. Activities involved in the Supplier Relationship Management (SRM) macro process include all of the following except negotiation of supply terms. design collaboration. demand planning. supplier evaluation and selection. supply collaboration.</p>	A
25	<p>25. A company's competitive strategy defines the set of customer needs that it seeks to satisfy through its products and services. specifies the portfolio of new products that it will try to develop. specifies how the market will be segmented and how the product will be positioned, priced, and promoted. determines the nature of procurement and transportation of materials as well as manufacture and distribution of the product. determines how it will obtain and maintain the appropriate set of skills and abilities to meet customer needs.</p>	D
26	<p>26. A company's product development strategy defines the set of customer needs that it seeks to satisfy through its products and services. specifies the portfolio of new products that it will try to develop. specifies how the market will be segmented and how the product will be positioned, priced, and promoted. determines the nature of procurement and transportation of materials as well as manufacture and distribution of the product. determines how it will obtain and maintain the appropriate set of skills and abilities to meet customer needs.</p>	B
27	<p>27. A company's marketing and sales strategy defines the set of customer needs that it seeks to satisfy through its products and services. specifies the portfolio of new products that it will try to develop. specifies how the market will be segmented and how the product will be positioned, priced, and promoted.</p>	C

	<p>determines the nature of procurement and transportation of materials as well as manufacture and distribution of the product.</p> <p>determines how it will obtain and maintain the appropriate set of skills and abilities to meet customer needs.</p>	
28	<p>A company's supply chain strategy</p> <p>defines the set of customer needs that it seeks to satisfy through its products and services.</p> <p>specifies the portfolio of new products that it will try to develop.</p> <p>specifies how the market will be segmented and how the product will be positioned, priced, and promoted.</p> <p>determines the nature of procurement and transportation of materials as well as manufacture and distribution of the product.</p> <p>determines how it will obtain and maintain the appropriate set of skills and abilities to meet customer needs.</p>	E
29	<p>Which of the following determines the nature of procurement of raw materials, transportation of materials to and from the company, manufacture of the product or operation to provide the service, and distribution of the product to the customer along with follow-up service?</p> <p>Competitive strategy</p> <p>Product development strategy</p> <p>Marketing and sales strategy</p> <p>Supply chain strategy</p> <p>none of the above</p>	A
30	<p>30. Which of the following defines the set of customer needs that a company seeks to satisfy through its products and services?</p> <p>Competitive strategy</p> <p>Product development strategy</p> <p>Marketing and sales strategy</p> <p>Supply chain strategy</p> <p>none of the above</p>	A
31	<p>31. Which of the following specifies how the market will be segmented and how the product will be positioned, priced, and promoted?</p> <p>Competitive strategy</p>	C

	<p>Product development strategy Marketing and sales strategy Supply chain strategy none of the above</p>	
32	<p>32. Which of the following specifies the portfolio of new products that a company will try to develop? Competitive strategy Product development strategy Marketing and sales strategy Supply chain strategy all of the above</p>	B
33	<p>33. A supply chain strategy includes supplier strategy operations strategy logistics strategy. all of the above none of the above</p>	D
34	<p>34. A supply chain strategy involves decisions regarding inventory. transportation. operating facilities. information flows. all of the above</p>	E
35	<p>35. A supply chain strategy involves decisions regarding all of the following except inventory. transportation. new product development operating facilities. information flows.</p>	C
36	<p>36. Which of the following is a key to the success or failure of a company? The competitive strategy and all functional strategies must fit together to form a coordinated overall strategy.</p>	D

	<p>Each functional strategy must support other functional strategies and help a firm reach its competitive strategy goal.</p> <p>The different functions in a company must appropriately structure their processes and resources to be able to execute strategies successfully.</p> <p>All of the above are keys to success.</p> <p>None of the above are a key to success.</p>	
37	<p>37. Which of the following is not a key to the success or failure of a company?</p> <p>The competitive strategy and all functional strategies must fit together to form a coordinated overall strategy.</p> <p>Each functional strategy must support other functional strategies and help a firm reach its competitive strategy goal.</p> <p>The different functions in a company must appropriately structure their processes and resources to be able to execute strategies successfully.</p> <p>All of the above are keys to success.</p> <p>None of the above are a key to success.</p>	E
38	<p>38. Which of the following is not a key to the success or failure of a company?</p> <p>The competitive strategy and all functional strategies must fit together to form a coordinated overall strategy.</p> <p>The competitive strategy and all functional strategies operate independently of each other</p> <p>The different functions in a company must appropriately structure their processes and resources to be able to execute strategies successfully.</p> <p>Each functional strategy must support other functional strategies and help a firm reach its competitive strategy goal.</p> <p>All of the above are keys to success.</p>	E
39	<p>39. Which of the following are basic steps to achieving strategic fit?</p> <p>Understanding the customer and supply uncertainty.</p> <p>Understanding the supply chain capabilities.</p> <p>Achieving strategic fit.</p> <p>All of the above are basic steps to achieving strategic fit.</p> <p>None of the above are a basic step to achieving strategic fit.</p>	D

40	<p>40. Customer demand from different segments varies along which of the following attributes?</p> <p>The quantity of product needed in each lot. The response time that customers are willing to tolerate. The variety of products needed. The service level required. all of the above</p>	E
41	<p>41. The uncertainty of customer demand for a product is the</p> <p>rate of strategic uncertainty. demand uncertainty. implied demand uncertainty. average forecast error. none of the above</p>	B
42	<p>42. The uncertainty that exists due to the portion of demand that the supply chain is required to meet is the</p> <p>rate of strategic uncertainty. demand uncertainty. implied demand uncertainty. average forecast error. none of the above</p>	C
43	<p>43. Which of the following customer needs will cause implied uncertainty of demand to increase?</p> <p>Range of quantity required increases Lead time decreases Variety of products required increases Required service level increases all of the above</p>	E
44	<p>44. Which of the following customer needs will cause implied uncertainty of demand to decrease?</p> <p>Range of quantity required increases Lead time decreases Variety of products required increases Required service level increases none of the above</p>	A

45	<p>45. Which of the following customer needs will cause implied uncertainty of demand to increase?</p> <p>Product margin Lead time decreases Average stockout rate Average forced season end markdown none of the above</p>	B
46	<p>46. Which of the following characteristics of customer demand have a correlation with implied uncertainty?</p> <p>Product margin Average forecast error Average stockout rate Average forced season end markdown all of the above</p>	E
47	<p>47. Which of the following is not a characteristic of customer demand correlated with implied uncertainty?</p> <p>Product margin Unpredictable and low yields Average stockout rate Average forced season end markdown None of the above are correlated with implied uncertainty</p>	D
48	<p>48. Which of the following supply chain capabilities will cause supply uncertainty to increase?</p> <p>Frequent breakdowns Unpredictable and low yields Poor quality Limited supply capacity all of the above</p>	E
49	<p>49. Which of the following supply chain capabilities will cause supply uncertainty to increase?</p> <p>Evolving production process Inflexible supply capacity Limited supply capacity Unpredictable and low yields</p>	E

	all of the above	
50	<p>50. The first step in achieving strategic fit between competitive and supply chain strategies is to understand the supply chain and map it on the responsiveness spectrum.</p> <p>understand customers and supply chain uncertainty. match supply chain responsiveness with the implied uncertainty of demand.</p> <p>ensure that all functional strategies within the supply chain support the supply chain's level of responsiveness.</p> <p>none of the above</p>	D



MCQs: Specialization:-OPERATION MANAGEMENT

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UNIT-III Total SCM

Sr no.	Question	Answer
1	1. Identify from the following list a major strategic risk associated with outsourcing. Outsourcing landed cost is usually higher than in sourcing cost. The supplier is purchased by a competitor. The business loses sight of market trends. The cost of supplied material is passed on to the customer.	B
2	2. The impact of cost reduction on profits is much larger than the impact of increased innovation. production. information. sales.	D
3	3. The collective learning in the organization, especially how to coordinate diverse production skills and integrate multiple streams of technologies, is called . innovative constraint. second-tier competency corporate skill. core competency.	D
4	4. Which of the following is true for supply chain management? The physical material moves in the direction of the end of chain Flow of cash backwards through the chain Exchange of information moves in both the direction All of the above	D
5	5. The sequence of a typical manufacturing supply chain is Storage–Supplier–manufacturing–storage–distributor–retailer–customer Supplier–Storage–manufacturing–storage–distributor–retailer–customer Supplier–Storage–manufacturing– distributor–storage–retailer–customer	B

	Supplier–Storage–manufacturing–storage– retailer–distributor–customer	
6	6. The purpose of supply chain management is provide customer satisfaction improve quality of a product integrating supply and demand management increase production	C
7	7. Logistics is the part of a supply chain involved with the forward and reverse flow of goods services cash all of the above	D
8	8. Due to small change in customer demands, inventory oscillations become progressively larger looking through the supply chain. This is known as Bullwhip effect Netchain analysis Reverse logistics Reverse supply chain	A
9	9. VMI stands for Vendor material inventory Vendor managed inventory Variable material inventory Valuable material inventory	B
10	10. The major decision areas in supply chain management are location, production, distribution, inventory planning, production, distribution, inventory location, production, scheduling, inventory location, production, distribution, marketing	A
11	11. Distribution requirement planning is a system for Inventory management Distribution planning Both 'a' and 'b'	C

	None of the above	
12	<p>12. Reverse logistics is required because</p> <p>Goods are defective</p> <p>Goods are unsold</p> <p>The customers simply change their minds</p> <p>All of the above</p>	D
13	<p>13. The second step in achieving strategic fit between competitive and supply chain strategies is to</p> <p>understand the supply chain and map it on the responsiveness spectrum.</p> <p>understand customers and supply chain uncertainty.</p> <p>match supply chain responsiveness with the implied uncertainty of demand.</p> <p>ensure that all functional strategies within the supply chain support the supply chain's level of responsiveness.</p> <p>none of the above</p>	D
14	<p>14. The final step in achieving strategic fit between competitive and supply chain strategies is to</p> <p>understand the supply chain and map it on the responsiveness spectrum</p> <p>understand customers and supply chain uncertainty</p> <p>match supply chain responsiveness with the implied uncertainty of demand.</p> <p>combine customer and supply chain uncertainty and map it on the implied uncertainty spectrum.</p> <p>all of the above</p>	E
15	<p>15. Supply chain responsiveness includes the ability to do which of the following?</p> <p>Respond to wide ranges of quantities demanded</p> <p>Meet short lead times</p> <p>Handle a large variety of products</p> <p>Meet a very high service level</p> <p>all of the above</p>	E
16	<p>16. Supply chain responsiveness includes the ability to do which of the following?</p>	E

	<p>Handle supply uncertainty Build highly innovative products Meet short lead times Meet a very high service level all of the above</p>	
17	<p>17. Supply chain responsiveness includes the ability to do which of the following? Handle supply uncertainty Understand customers and supply chain uncertainty Match supply chain responsiveness with the implied uncertainty of demand Ensure that all functional strategies within the supply chain support the supply chain's level of responsiveness none of the above</p>	D
18	<p>18. Supply chain responsiveness includes the ability to do which of the following? Understand customers and supply chain Meet a very high service level Match supply chain responsiveness with the implied uncertainty of demand Ensure that all functional strategies within the supply chain support the supply chain's level of responsiveness none of the above</p>	D
19	<p>19. Supply chain responsiveness includes the ability to do which of the following? Understand customers and supply chain Match supply chain responsiveness with the implied uncertainty of demand Meet short lead times Ensure that all functional strategies within the supply chain support the supply chain's level of responsiveness all of the above</p>	E
20	<p>20. The cost of making and delivering a product to the customer is referred to as supply chain responsiveness</p>	C

	<p>supply chain efficiency cost-responsiveness efficient frontier implied uncertainty. none of the above</p>	
21	<p>21. The curve that shows the lowest possible cost for a given level of responsiveness is referred to as the supply chain responsiveness curve. supply chain efficiency curve cost-responsiveness efficient frontier. responsiveness spectrum. none of the above</p>	D
22	<p>22. A firm that is not on the cost-responsiveness efficient frontier can improve both responsiveness and cost performance only responsiveness. only cost performance responsiveness, but not cost performance neither responsiveness nor cost performance.</p>	A
23	<p>23. A firm that is on the cost-responsiveness efficient frontier can improve responsiveness only by increasing cost and becoming less efficient. cost performance only by reducing responsiveness. both responsiveness and cost performance by improving processes and changing technology to shift the efficient frontier. all of the above neither responsiveness nor cost performance.</p>	D
24	<p>24. A graph with two axes with implied uncertainty along the horizontal axis and responsiveness along the vertical axis is referred to as the implied uncertainty spectrum. responsiveness spectrum. uncertainty/responsiveness map. zone of strategic fit. none of the above</p>	C

25	<p>25. The relationship where increasing implied uncertainty from customers and supply sources is best served by increasing responsiveness from the supply chain is known as the implied uncertainty spectrum.</p> <p>responsiveness spectrum.</p> <p>uncertainty/responsiveness map.</p> <p>zone of strategic fit.</p> <p>none of the above</p>	D
26	<p>26. To achieve complete strategic fit, a firm must consider all functional strategies within the value chain.</p> <p>ensure that all functions in the value chain have consistent strategies that support the competitive strategy.</p> <p>ensure that all substrategies within the supply chain such as manufacturing, inventory, and purchasing be consistent with the supply chain's level of responsiveness.</p> <p>all of the above</p> <p>none of the above</p>	D
27	<p>27. The drive for strategic fit should come from the supply chain manager.</p> <p>the strategic planning department.</p> <p>the highest levels of the organization, such as the CEO.</p> <p>middle management.</p> <p>sales and marketing.</p>	D
28	<p>28. The important points to remember about achieving strategic fit are</p> <p>there is one best supply chain strategy for all competitive strategies</p> <p>there is no right supply chain strategy independent of the competitive strategy.</p> <p>there is a right supply chain strategy for a given competitive strategy</p> <p>all of the above</p> <p>b and c only</p>	D
29	<p>29. The preferable supply chain strategy for a firm that sells multiple products and serves customer segments with very different needs is to set up independent supply chains for each different product or customer segment.</p>	D

	<p>set up a supply chain that meets the needs of the highest volume product or customer segment.</p> <p>tailor the supply chain to best meet the needs of each product's demand.</p> <p>set up a supply chain that meets the needs of the customer segment with the highest implied uncertainty.</p> <p>set up a supply chain that meets the needs of product with the highest implied uncertainty.</p>	
30	<p>30. Which of the following would not be a demand and supply characteristic toward the beginning stages of a product's life cycle?</p> <p>Demand is very uncertain and supply may be unpredictable</p> <p>Demand has become more certain and supply is predictable.</p> <p>Margins are often high and time is crucial to gaining sales.</p> <p>Product availability is crucial to capturing the market.</p> <p>Cost is often of secondary consideration.</p>	C
31	<p>31. Which of the following would be a demand and supply characteristic toward the beginning stages of a product's life cycle?</p> <p>Demand has become more certain and supply is predictable.</p> <p>Margins are lower due to an increase in competitive pressure.</p> <p>Product availability is crucial to capturing the market.</p> <p>Price becomes a significant factor in customer choice.</p> <p>none of the above</p>	A
32	<p>32. Which of the following would not be a demand and supply characteristic in the later stages of a product's life cycle?</p> <p>Demand has become more certain and supply is predictable.</p> <p>Margins are lower due to an increase in competitive pressure.</p> <p>Product availability is crucial to capturing the market.</p> <p>Price becomes a significant factor in customer choice.</p> <p>All of the above are characteristics of the later stages.</p>	E
33	<p>33. All of the above are characteristics of the later stages.</p> <p>competitive strategy.</p> <p>supply chain strategy.</p> <p>scope of strategic fit.</p>	C

	scope of marketing strategy. scope of product development strategy.	
34	34. The most limited scope over which strategic fit is considered is one operation within a functional area in a company. This is referred to as intracompany intraoperational scope. intracompany intrafunctional scope. intracompany interoperational scope. intercompany interfunctional scope. agile intercompany scope.	E
35	35. Which of the following is not a major driver of supply chain performance? Facilities Inventory Transportation Information All of the above are major drivers of supply chain performance.	A
36	36. Which of the following is not a major driver of supply chain performance? Customers Facilities Inventory Transportation Information	B
37	37. The places in the supply chain network where product is stored, assembled, or fabricated are known as facilities. inventory. transportation. information. customers.	B
38	38. Moving inventory from point to point in the supply is known as facilities. inventory.	C

	<p>transportation. information. customers.</p>	
39	<p>39. The data and analysis concerning facilities, inventory, transportation, and customers throughout the supply chain is known as</p> <p>facilities. inventory. transportation. information. customers.</p>	D
40	<p>40. The two major types of facilities are</p> <p>distribution sites and storage sites. production sites and distribution sites. production sites and storage sites. retail sites and distribution sites. distribution sites and inventory sites.</p>	E
41	<p>41. Which component of the supply chain decision-making framework would be established first?</p> <p>Customer strategy Supply chain strategy Supply chain structure Competitive strategy Replenishment strategy</p>	D
42	<p>42. Which component of the supply chain decision-making framework would be established second?</p> <p>Customer strategy Supply chain strategy Supply chain structure Competitive strategy Replenishment strategy</p>	B
43	<p>43. Which component of the supply chain decision-making framework would be used to reach the performance level dictated by the supply chain strategy?</p>	C

	<p>Customer strategy Supply chain strategy Supply chain structure Competitive strategy Replenishment strategy</p>	
44	<p>44. Which of the following is not a component of facilities decisions? Location Capacity Operations methodology Warehousing methodology All of the above are components of facilities decisions.</p>	E
45	<p>45. Which of the following is not a component of facilities decisions? Warehousing methodology Forecasting methodology Operations methodology Capacity Location</p>	B
46	<p>46. Which of the following statements concerning decisions regarding location of facilities is false? Deciding where a company will locate its facilities constitutes a large part of the design of a supply chain. A basic trade-off here is whether to centralize to gain economies of scale or decentralize to become more responsive by being closer to the customer. Companies must also consider a host of issues related to the various characteristics of the local area in which the facility may be situated. All of these statements are true. None of these statements are true.</p>	D
47	<p>47. Which of the following is not an issue companies need to consider in facility location decisions? quality of workers product development proximity to customers and the rest of the network cost of facility</p>	B

	tax effects	
48	<p>48. Which of the following is not an issue companies need to consider in facility location decisions?</p> <p>quality of workers availability of infrastructure proximity to customers and the rest of the network cost of facility All of the above are issues companies need to consider in facility location decisions.</p>	E
49	<p>49. Excess capacity</p> <p>allows a facility to be very flexible and to respond to wide swings in the demands placed on it. costs money and therefore can decrease efficiency. requires proximity to customers and the rest of the network. both a and b all of the above</p>	D
50	<p>50. Which of the following is a characteristic of a facility with excess capacity?</p> <p>will likely be more efficient per unit of product it produces than one with a lot of unused capacity would be very flexible and to respond to wide swings in the demands placed on it would be considered a high utilization facility will have difficulty responding to demand fluctuations none of the above</p>	A

MCQs: Specialization:-OPERATION MANAGEMENT

Course Code- 206

Course Name -Service Chain Management

UNIT-IV- SCM Building Blocks:

Sr no.	Question	Answer
1	<p>1.A facility with little excess capacity will likely be more efficient per unit of product it produces than one with a lot of unused capacity.</p> <p>would be considered a high utilization facility.</p> <p>will have difficulty responding to demand fluctuations.</p> <p>All of the above are true.</p> <p>None of the above are true.</p>	D
2	<p>2. Which of the following would be a characteristic of a facility with little excess capacity?</p> <p>allows a facility to be very flexible and to respond to wide swings in the demands placed on it</p> <p>costs money and therefore can decrease efficiency</p> <p>requires proximity to customers and the rest of the network</p> <p>will likely be more efficient per unit of product it produces</p> <p>none of the above</p>	D
3	<p>3. Which of the following is not a warehousing methodology?</p> <p>Warehouse unit storage</p> <p>Stock keeping unit (SKU) storage</p> <p>Job lot storage</p> <p>Cross-docking</p> <p>All of the above are warehousing methodologies.</p>	A
4	<p>4. The warehousing methodology that uses a traditional warehouse to store all of one type of product together is</p> <p>warehouse unit storage.</p> <p>stock keeping unit (SKU) storage.</p> <p>job lot storage.</p> <p>cross-docking.</p> <p>none of the above</p>	B

5	<p>5. The warehousing methodology in which all the different types of products needed to perform a particular job or satisfy a particular type of customer are stored together is</p> <p>warehouse unit storage. stock keeping unit (SKU) storage. job lot storage. cross-docking. none of the above</p>	C
6	<p>6. The following warehousing methodology is one in which goods are not actually warehoused in a facility. Instead, trucks from suppliers, each carrying a different type of product, deliver goods to a facility. There the inventory is broken into smaller lots and quickly loaded onto store-bound trucks that carry a variety of products, some from each of the supplier trucks.</p> <p>warehouse unit storage stock keeping unit (SKU) storage job lot storage cross-docking none of the above</p>	D
7	<p>7. All of the following are components of inventory decisions except</p> <p>cycle inventory. safety inventory. seasonal inventory. sourcing. All of the above are components of inventory decisions.</p>	E
8	<p>8. All of the following are components of inventory decisions except</p> <p>capacity. cycle inventory. safety inventory. seasonal inventory. sourcing.</p>	A
9	<p>9. The average amount of inventory used to satisfy demand between receipt of supplier shipments is referred to as</p> <p>cycle inventory. safety inventory.</p>	A

	<p>seasonal inventory. sourcing. none of the above</p>	
10	<p>10.The inventory that is built up to counter predictable variability in demand is called cycle inventory. safety inventory. seasonal inventory. sourcing. none of the above</p>	C
11	<p>11.The inventory held in case demand exceeds expectation in order to counter uncertainty is called cycle inventory. safety inventory. seasonal inventory. sourcing. none of the above</p>	B
12	<p>12.The set of business processes required to purchase goods and services is known as cycle inventory. safety inventory. seasonal inventory. sourcing. none of the above</p>	D
13	<p>13. Cycle inventory decisions involve how much to order for replenishment. how often to place orders. a basic trade-off between the cost of holding larger lots of inventory and the cost of ordering product frequently. all of the above a and b only</p>	D
14	<p>14. Cycle inventory is used because the world is perfectly predictable. demand is uncertain and may exceed expectations.</p>	B

	<p>it involves making a trade-off between the costs of having too much inventory and the costs of losing sales due to not having enough inventory.</p> <p>it focuses on processes that are external to the firm.</p> <p>it focuses on processes that are internal to the firm.</p>	
15	<p>15. Seasonal inventory should be used when a company can rapidly change the rate of its production system at a very low cost.</p> <p>changing the rate of production is expensive (e.g., when workers must be hired or fired).</p> <p>adjusting to a period of low demand without incurring large costs.</p> <p>the world is perfectly predictable.</p> <p>production rate is flexible.</p>	A
16	<p>16. Sourcing involves</p> <p>deciding the tasks that will be outsourced and those that will be performed within the firm.</p> <p>deciding whether to source from a single supplier or a portfolio of suppliers.</p> <p>identifying the set of criterion that will be used to select suppliers and measure their performance.</p> <p>selecting suppliers and negotiating contracts with them.</p> <p>all of the above</p>	E
17	<p>17. Which of the following are key components of transportation decisions when designing and operating a supply chain?</p> <p>Mode of transportation</p> <p>Route and network selection</p> <p>In-house or outsource</p> <p>all of the above</p> <p>none of the above</p>	D
18	<p>18. Which of the following are key components of transportation decisions when designing and operating a supply chain?</p> <p>Software selection</p> <p>Mode of transportation</p> <p>Source selection</p> <p>Warehouse selection</p>	B

	none of the above	
19	<p>19. Which of the following are key components of information that must be analyzed to increase efficiency and improve effectiveness in a supply chain?</p> <p>Push versus pull Coordination and information sharing Forecasting and aggregate planning Pricing and revenue management all of the above</p>	E
20	<p>20. Which of the following are key components of information that must be analyzed to increase efficiency and improve effectiveness in a supply chain?</p> <p>Software selection Source selection Warehouse selection Forecasting and aggregate planning none of the above</p>	D
21	<p>21. When all the different stages of a supply chain work toward the objective of maximizing total supply chain profitability, rather than each stage devoting itself to its own profitability without considering total supply chain profit, it is known as</p> <p>supply chain coordination. forecasting. aggregate planning. revenue management. pricing.</p>	A
22	<p>22. The art and science of making projections about what future demand and conditions will be is</p> <p>supply chain coordination. forecasting. aggregate planning. revenue management. pricing.</p>	B
23	<p>23. Transforming forecasts into plans of activity to satisfy the projected demand is known as</p> <p>supply chain coordination.</p>	C

	<p>forecasting. aggregate planning. revenue management. pricing.</p>	
24	<p>24. The process by which a firm decides how much to charge customers for its goods and services is supply chain coordination. forecasting. aggregate planning. revenue management. pricing.</p>	E
25	<p>25. The use of differential pricing over time or customer segments to maximize profits from a limited set of supply chain assets is supply chain coordination. forecasting. aggregate planning. revenue management. pricing.</p>	D
26	<p>26. Which of the following are technologies that share and analyze information in the supply chain? Electronic Data Interchange (EDI) Internet Enterprise Resource Planning (ERP) Supply Chain Management (SCM) software all of the above</p>	E
27	<p>27. Which of the following are technologies that share and analyze information in the supply chain? Internet Enterprise Data Planning (EDP) Electronic Resource Interchange (ERI) Chain Management (CM) software none of the above</p>	A
28	<p>28. The steps taken to move and store a product from the supplier stage to a customer stage in the supply chain is referred to as</p>	D

	<p>transportation. retailing. wholesaling. distribution. manufacturing.</p>	
29	<p>29. Distribution is a key driver of the overall profitability of a firm because the addition of distributors only adds cost to the supply chain. it directly impacts both the supply chain cost and the customer experience. it slows down the responsiveness of the supply chain. it cannot be developed as a part of supply chain strategy. Distribution is not a key driver of profitability</p>	B
30	<p>30. Which one of the following is not a typical question dealt with by an operations managers? How much capacity will be needed in the months ahead? What is a satisfactory location for a new facility? How to motivate employees? All are typical of operations decisions.</p>	D
31	<p>31. A worker operates a shear press. She notices that the metal sheets she is cutting have curled edges. Who should get the first "shot" at solving the problem? the foreman a member of the Quality Control department the operator herself the employee's supervisor</p>	B
32	<p>32. Which of the following is not a key activity of an operations manager? Understanding the needs of customer Continually learning Managing cash flows Exploiting technology to produce goods and services</p>	C
33	<p>33. Which one of the following best represents a pure service? Bank loans Computer diagnosis and repair Attending a theatre play</p>	C

	Fast food restaurant	
34	34. Which one of the following best represents a pure good? Salt Fast food Attending a play Vehicle repair	A
35	35. Which one of the following would not generally be considered an aspect of operations management? Schedule work Secure financial resources Maintain quality Oversee the transformation process	C
36	36. Which one of these was not mentioned in the list of recent trends in operations management? Total quality management Worker involvement Global competition Automation.	A
37	37. Which came last in the development of manufacturing techniques? Lean production. Division of labor. Mass production. Craft production.	B
38	38. Which function typically employs more people than any other functional area? Information System Operations Marketing Finance	B
39	39. Which of the following is not a typical supply chain member? Retailer's Creditor Wholesaler Producer Customer	D

40	40. Quality is both quantitative and Supportive Qualitative Measurable Conclusive	B
41	41. Marketing logistics involves getting the right product to the right customer in the right place at the right time. Which one of the following is not included in this process? implementing the plan for the flow of goods and services planning the physical flow of goods and services controlling the physical flow of goods, services, and information gathering customer's ideas for new products	D
42	42. Raw materials and specialised services procured are converted into useful service offerings and finally distributed to customers in following Industry Hotel Cement Sugar Refinery	A
43	43. Which of the following is not an area of responsibility for a logistics manager? inventory purchasing warehousing marketing	D
44	44. To reduce inventory management costs, many companies use a system called _____, which involves carrying only small inventories of parts or merchandise, often only enough for a few days of operation. reduction-inventory management supply chain management economic order quantity just-in-time logistics limited inventory logistics	D
45	45. There are four generic processes involved in any SCM-Planning for operations, Sourcing decisions, Manufacturing related activities	D

	<p>and</p> <p>Purchase Inventory Information Distribution</p>	
46	<p>46. Lean production involves</p> <p>Improvement of speed only Improvement of quality only Elimination of all types of waste Elimination of cost only</p>	C
47	<p>47. Today, a growing number of firms now outsource some or all of their logistics to _____ intermediaries.</p> <p>competitors third-party logistics providers channel members cross-functional teams</p>	D
48	<p>48. Most operations produce a mixture of both products and services. Which of the following businesses are closest to producing “pure” services?</p> <p>Counsellor/Therapist Restaurant IT company Steel company</p>	A
49	<p>49. If a sample of parts is measured and the mean of the measurements is outside the control limits the process is</p> <p>in control, but not capable of producing within the established control limits within the established control limits with only natural causes of variation monitored closely to see if the next sample mean will also fall outside the control limits</p>	B
50	<p>50. The trend in organizations is to place the SCM function:</p> <p>Under the manufacturing function Under the finance function</p>	D

	Under the engineering function	
	At the same level as the other major functions	



MCQs: Specialization:-OPERATION MANAGEMENT

Course Code- 206

Course Name -Supply Change Management

UNIT-V- Customer Value:

Sr no.	Question	Answer
1	<p>1. Which of the following is NOT a factor affecting the supply chain?</p> <p>Reduced number of suppliers Increased competition Longer product life cycles Increased opportunities to strategically use technology</p>	C
2	<p>2. If two potential suppliers can deliver a part with the same quality and prices, the selection should be based on:</p> <p>Age of the firms A coin flip Outside evaluation The capabilities and flexibilities of the firms</p>	D
3	<p>3. Just-in-time/SCM purchasing requires the following condition:</p> <p>Many suppliers Short-term contracts Cooperation between purchasing and suppliers Continuous competitive bidding</p>	C
4	<p>4. The amount of inventory kept at each stock point in a warehouse network is usually based on:</p> <p>Minimizing transportation costs Constant demand Tradeoffs between warehousing, inventory, and transportation costs Product pricing strategy</p>	C
5	<p>5. Which of the following is true regarding control charts?</p> <p>Values above the upper and lower control limits indicate points out of adjustment. Control charts are built so that new data can be quickly compared to past performance data. Control charts graphically present data.</p>	D

	All of the above are true.	
6	6. The goal of inspection is to detect a bad process immediately add value to a product or service correct deficiencies in products correct system deficiencies	D
7	7. Which of the following is not a typical inspection point? upon receipt of goods from your supplier during the production process before the product is shipped to the customer at the supplier's plant while the supplier is producing after a costly process	A
8	8. What name is often given to the Japanese „total approach“ to removing anything that does not add value to the final product? Jobbing processes Lean production processes Continuous processes. Batch processes.	B
9	9. Lean production involves Improvement of quality only Elimination of cost only Elimination of all types of waste Improvement of speed only	C
10	10. The most common form of quality control includes: Planning Organizing Inspection Directing	C
11	11. Which of the following is not a typical supply chain member? Retailer's creditor wholesaler reseller producer	D
12	12. A supply chain is a sequence of firms that perform activities	D

	<p>required: to find products that are similar to facilitate wholesalers inventory selections to create synergy in their training programs to create and deliver goods to consumers</p>	
13	<p>13. A supply chain is essentially a sequence of linked: customer and prospects supplier and manufacturer suppliers and customers warehousing and wholesaling units</p>	C
14	<p>14. Marketing logistics involves getting the right product to the right customer in the right place at the right time. Which one of the following is not included in this process? implementing the plan for the flow of goods and services planning the physical flow of goods and services controlling the physical flow of goods, services, and information gathering customer's ideas for new products</p>	D
15	<p>15. A supply chain is a sequence of firms that perform activities required: to find products that are similar to facilitate wholesalers inventory selections to facilitate wholesalers inventory selections to create and deliver goods to consumers</p>	D
16	<p>16. A supply chain is essentially a sequence of linked: customer and prospects supplier and manufacturer suppliers and customers warehousing and wholesaling units</p>	C
17	<p>17. Which of the following is not an area of responsibility for a logistics manager? inventory purchasing warehousing marketing</p>	D
18	<p>18. Supply chain concept originated in what discipline?</p>	C

	<p>marketing operations logistics production</p>	
19	<p>19. A restaurant is an example of a major service with accompanying goods and services hybrid pure service pure tangible good</p>	B
20	<p>20. The supply chain management philosophy emerged in which decade? 1960s 1970s 1980s 1990s</p>	D
21	<p>21. Which of the following are not key attributes of supply chain management? inventory control leveraging technology customer power all are key attributes</p>	D
22	<p>22. Positive, long-term relationships between supply chain participants refer to: co-opetitions tailored logistics partnerships supply chain management</p>	C
23	<p>23. The bullwhip effect: is an ineffective way to motivate warehouse employees applies to rodeos and has nothing to do with supply chain management refers to the “swaying” motion associated with triple trailers refers to variability in demand orders among supply chain participants.</p>	D
24	<p>24. The variability in demand orders among supply chain participants:</p>	B

	<p>cannot be controlled</p> <p>refers to the bullwhip effect</p> <p>can be controlled with electronic order placement</p> <p>is more pronounced in relational exchanges</p>	
25	<p>25. Cooperative supply chain relationships developed to enhance the overall business performance of both parties is a definition of:</p> <p>third-party logistics</p> <p>supply chain collaboration</p> <p>dovetailing</p> <p>relationship marketing</p>	B
26	<p>26. What is a perfect order?</p> <p>simultaneous achievement of relevant customer metrics</p> <p>an order that arrives on time</p> <p>an order that arrives undamaged</p> <p>an order that is easy for the receiver to fill</p>	A
27	<p>27. Which of the following is NOT a reason that companies are depending more on their suppliers?</p> <p>More focus on core competencies</p> <p>Need for more flexibilities</p> <p>Desire to share risks</p> <p>More control over their suppliers</p>	D
28	<p>28. Which of the following is NOT a benefit of SCM Purchasing?</p> <p>Consistent quality</p> <p>Savings on resources</p> <p>Lower costs</p> <p>Less dependence on suppliers</p>	D
29	<p>29. What term describes a vertical expansion of job duties in order to give the worker more responsibility?</p> <p>Job enlargement</p> <p>Job rotation</p> <p>Job enrichment</p> <p>Job design</p>	C
30	<p>30. What are the two basic types of production systems?</p> <p>Automated and manual</p>	B

	<p>Intermittent and non-intermittent process</p> <p>Normal and continuous process</p> <p>Continuous process and batch</p>	
31	<p>31.What type of process would a paper mill be most likely to use?</p> <p>Continuous flow</p> <p>Project</p> <p>Job shop</p> <p>Flow shop</p>	A
32	<p>32.What technique deals with the problem of supplying sufficient facilities to production lines or individuals that require uneven service?</p> <p>Supply-demand theory</p> <p>PERT</p> <p>Inventory theory</p> <p>Queuing theory</p>	D
33	<p>33. A manufacturer has been receiving excessive numbers of defective standard machine parts from a vendor on a regular basis. What is the most effective way to design a formal inspection system for incoming parts?</p> <p>Queuing analysis</p> <p>Time series analysis</p> <p>Statistical quality control</p> <p>Regression analysis</p>	C
34	<p>34.A set of simultaneous equations that has more variables than constraints has</p> <p>no solution</p> <p>an infinite number of solutions</p> <p>a finite solution</p> <p>an infinite solution</p>	B
35	<p>35.In a PERT/CPM network, computing the critical path requires</p> <p>determining the total project duration</p> <p>assigning the earliest finish time for an activity as the earliest start time for the next</p> <p>that the latest finishing time for an activity not delay the overall project beyond initial expectation</p> <p>a sophisticated and complex computer program</p>	B

36	<p>36. At the completion of the forward and backward passes, the slack for an activity is given by the</p> <ul style="list-style-type: none"> difference between early start and early finish difference between early start and early finish difference between latest start and early finish amount of idle labor on the critical path 	A
37	<p>37. A supply chain is a sequence of firms that perform activities required:</p> <ul style="list-style-type: none"> to find products that are similar to facilitate wholesalers inventory selections to create synergy in their training programs to create and deliver goods to consumers to support the acquisition of raw materials 	D
38	<p>38. An important feature of supply chain management is its application of electronic commerce technology that allows companies to share and operate systems for:</p> <ul style="list-style-type: none"> order processing, transportation scheduling, and inventory management. cost-effective flowing of raw materials future purchasing of computer systems future merger opportunities prospecting new business ventures. 	A
39	<p>39. A supply chain is essentially a sequence of linked:</p> <ul style="list-style-type: none"> customer and prospects supplier and manufacturer suppliers and customers warehousing and wholesaling units events in the marketing process 	C
40	<p>40. In the automotive industry, the person who is responsible for translating customer requirements into actual orders and arranges delivery dates is the car maker:</p> <ul style="list-style-type: none"> supply manager purchasing manager production manager supply chain manager 	D

	VP for production	
41	41. The physical characteristics of a product will often dictate what: types of sales can be made forms of sales promotion to be used types of instructions needed geographic regions will be included kinds of transportation can be used	E
42	42. Pricing interacts with a supply chain in many ways. For instance, transportation rate structures are adjusted by the carrier based on: cost to unload the size of the shipment local currency rates the logistics costs concept	B
43	43. The total logistics cost includes expenses associated with transportation, materials handling and: customer complaints, cost of food and highway usage taxes warehousing, inventory, stock outs and order processing inventory control with sales forecasting stock outage control with sales forecasting historical figures weighted by last years numbers	B
44	44. The total logistics cost factors need to be balanced against the: supply chain managers total experience total expected transportation needs customer service factors lead time expectations replenishment time forecasts	C
45	45. Lead time and order cycle time are the same as customer service time supply chain flow logistical clockage replenishment time real time service time	D

46	<p>46. The inventory management systems designed to reduce the retailer's lead time for receiving merchandise is called:</p> <p>efficient consumer response delivery system.</p> <p>effective response.</p> <p>on-time market delivery system.</p> <p>efficient logistical response.</p> <p>on-time consumer response systems.</p>	A
47	<p>47. Examples of third-party logistics providers are:</p> <p>FedEx and Rosenau Transport</p> <p>Sentinel Self-Storage and UPS</p> <p>FedEx and UPS</p> <p>UPS and Metro Van Lines</p> <p>Purolator and Metro Van Lines</p>	C
48	<p>48. The seller must concentrate on removing unnecessary barriers for:</p> <p>a quick response.</p> <p>customer convenience.</p> <p>transportation modes.</p> <p>a piggyback operation.</p> <p>a more personable relationship with the customer.</p>	B
49	<p>49. There are five basic transportation modes. They are air carrier, motor carrier, and:</p> <p>pipelines, railways an water carriers</p> <p>railways, ocean vessels and dirigibles</p> <p>trucks, canals and robotics</p> <p>water routes, railways and trucks</p> <p>pipeline, water routes and ocean vessels</p>	A
50	<p>50. Rail has the largest shipping capacity compared to all except:</p> <p>pipeline</p> <p>air carrier</p> <p>water carrier</p> <p>motor carrier</p> <p>none of the above</p>	C