

Certified in Transportation and Supply Chain (CTSC)

1. A manufacturing company has identified a bottleneck in the production process that is affecting product quality and customer satisfaction.

Which of the following total quality management (TQM) principles would be most relevant to address this issue?

A. Employee involvement

B. Continuous improvement

C. Process management

D. Leadership

Answer(s): B

2. Designing the supply chain to enable the overall business strategy can also mean:

A. viewing the organization's supply chain as a strategic asset.

B. developing an end-to-end process architecture.

C. designing the organization for performance.

D. building the right collaborative model.

Answer(s): A

3. Which of the following trends is a driver for change in agile operations execution?

A. Research and development (R&D) cycles are fast and inexpensive.

B. Products are becoming less complex and using less raw materials.

C. Product labeling is becoming more enhanced, including translation into additional languages.

D. The requirements for transaction documentation, including use of blockchain, are decreasing.

Answer(s): C

4. One main goal of pursuing a digital supply chain transformation is:

A. achieving perfect order fulfillment across all sales channels using technology.

B. building sustainable competitive advantage through integrated capabilities.

C. integrating all supply chain tools and technologies to increase operational efficiencies.

D. maximizing sales through the e-commerce channel.

Answer(s): B

5. Which of the following formulas is utilized to calculate perfect order fulfillment?

A. Total perfect orders / Total number of orders

B. Total perfect orders / Total number of order lines

C. Total perfect order lines / Total number of orders

D. Total perfect order lines / Total number of order lines

Answer(s): D

6. Which of the following roles does a change agent involved in supply chain transformation most likely play?

A. Supports change

B. Manages change

C. Initiates change

D. Facilitates change

Answer(s): D

7. Why is over-processing considered a type of waste in lean manufacturing?

A. Taking extra time to over-produce makes it a type of waste.

B. Manufacturing to a higher quality than is required takes more natural resources, time, and energy without adding value.

C. Over-producing could add features that narrow the marketability of the item and reduce revenue.

D. Due to being over-engineered, the price will become out of balance with the market.

Answer(s): B

8. Which type of scorecard gap analysis is used to calculate the competitive gap by subtracting the actual performance from the parity or competitive benchmark?

A. Bottom-up process

B. Pareto analysis

C. SWOT analysis

D. Top-down process

Answer(s): D

9. What is the last phase of the transformation project?

A. Analyze performance

B. Define project scope

C. Build organizational support

D. Develop project portfolio

Answer(s): A

10. In addition to creating an internal and external profile of the organization, which of the following items is needed to define the scope of the supply chain transformation project?

A. Business description

B. Strategic background

C. Value proposition statement

D. SWOT analysis

Answer(s): B

11. The first step in performing a root cause analysis using the SCOR model involves:

A. identifying sources of deviation.

B. linking processes to metric hierarchy.

C. decomposing performance attributes.

D. establishing process benchmarks.

Answer(s): B

12. What is the most important driver to determine a metrics tracking cycle?

A. Tracking progress

B. Level of metrics

C. Type of data

D. Change frequency

Answer(s): D

13. Which of the following characteristics best describes a competitive supply chain?

A. Optimized to attain maximum profitability

B. Fully integrated to maximize cost effectiveness and efficiency

C. Delivers a customer value proposition superior to competitors

D. Designed to offer a fast-selling option to customers

Answer(s): C

14. Implementing electronic data interchange (EDI) can provide benefit in establishing business relationships with suppliers by:

A. synchronizing.

B. building trust.

C. gainsharing.

D. reducing security risk.

Answer(s): B

15. Where are Transform and Return costs often captured in the supply chain, respectively?

A. Supply chain fixed assets and accounts receivable

B. Cost of goods sold (COGS) and claims

C. Supply chain fixed assets and accounts payable

D. Cost of goods sold (COGS) and warranty

Answer(s): B

16. When sharing performance metrics with customers, management needs to:

A. avoid too many metrics in the report.

B. consider any discrepancies within the survey feedback.

C. provide a balanced and comprehensive set of metrics.

D. ensure metrics are linked to business strategy.

Answer(s): C

17. The main objective of the ASCM Digital Capabilities Model (DCM) is to:

A. transform linear supply chains into a set of static networks.

B. prioritize areas that drive the lowest value in the supply network.

C. guide the development of digital supply networks.

D. help organizations understand their existing digitally-enabled capabilities.

Answer(s): C

18. What is the definition of an order line in the context of perfect order fulfillment?

A. A request to deliver specified quantities of goods or services

B. A collection of one or more order lines representing a request to deliver specified quantities of goods or services

C. A commitment on a sales order that always references a product and promise delivery date

D. A range of values for quantity or date specified on a sales order

Answer(s): C

19. Which of the following metrics is the most appropriate to use in order to measure the total end-to-end supply chain cost in fulfilling an order?

A. Cash-to-cash cycle time

B. Order fulfillment cost

C. Return on assets

D. Total cost to serve

Answer(s): D

20. A company looking to enter the airline industry has determined that the threat of new entrants is low and the bargaining power of suppliers and buyers is high. There is a highly competitive landscape with numerous substitutions available.

What tool has the company used for its industry analysis?

A. STEEPLED analysis

B. SWOT analysis

C. Segmentation

D. Porter's Five Forces

Answer(s): D
