

# APICS

## Exam Questions CSCP

Certified Supply Chain Professional



#### NEW QUESTION 1

- (Topic 1)

Continuous improvement is best described as:

- A. a never-ending effort to expose and eliminate root causes of problems.
- B. a never-ending effort by the management team to reduce cycle time.
- C. identifying and implementing big-step improvements within a process.
- D. a process in which a supplier commits to replenishing inventory based on demand without receiving replenishment orders.

**Answer:** A

#### NEW QUESTION 2

- (Topic 1)

An advantage of using a third-party logistics service (3PL) is improved:

- A. on-time delivery of shipments due to higher inventory levels.
- B. cost structure due to economies of scale.
- C. access to smaller markets due to localization.
- D. risk visibility due to inventory consolidation.

**Answer:** B

#### NEW QUESTION 3

- (Topic 1)

The most likely benefit of implementing a collaborative transportation management system is:

- A. lower distribution center operating costs.
- B. fewer transportation planners.
- C. less variability in picking and packing time.
- D. less variability in transportation costs.

**Answer:** D

#### NEW QUESTION 4

- (Topic 2)

The strategy to implement supplier relationship management has been developed. The most appropriate next step is to:

- A. develop criteria for prospective partners.
- B. develop policies for alliances.
- C. select initial partners.
- D. conduct a pilot implementation.

**Answer:** A

#### NEW QUESTION 5

- (Topic 2)

Which of the following activities typically would be an appropriate application of the ISO 31000 Risk Management Principles and Guidelines?

- A. Calculating a risk index for each facility
- B. Establishing external risk communications processes
- C. Projecting the ability of a facility to recover from an event
- D. Preparing for risk management accreditation

**Answer:** B

#### NEW QUESTION 6

- (Topic 2)

The best way to manage a business relationship is to measure performance to:

- A. cost of ownership metrics.
- B. quality targets.
- C. on-time delivery.
- D. agreed-upon metrics.

**Answer:** D

#### NEW QUESTION 7

- (Topic 2)

Component commonality in manufacturing primarily allows a company to:

- A. optimize production runs for the components.
- B. use less-specialized machinery.
- C. decrease single-minute exchange of die processes.
- D. increase planning and control.

**Answer:** A

**NEW QUESTION 8**

- (Topic 2)

Which of the following outcomes occurs when direct shipping is used instead of a distribution network?

- A. Outbound transportation cost is reduced.
- B. Inventory velocity is reduced.
- C. Order-fill rates are reduced.
- D. Inventory obsolescence is reduced.

**Answer:** D

**NEW QUESTION 9**

- (Topic 3)

Electronic data interchange reduces costs primarily through:

- A. standardization of trading document formats.
- B. adaptability across hardware platforms.
- C. simplified software development.
- D. replacement of proprietary systems.

**Answer:** A

**NEW QUESTION 10**

- (Topic 3)

Which of the following outcomes is an advantage of automating the request-for-quote process?

- A. Reducing cycle time
- B. Disposing of excess inventories
- C. Centralization of product service content
- D. Enabling contract management

**Answer:** A

**NEW QUESTION 11**

- (Topic 3)

A supplier disputes a low rating generated by a company's enterprise resources planning (ERP) system. Which of the following actions by the purchasing agent is most appropriate?

- A. Advise the ERP information technology manager that there is a flaw in the rating system.
- B. Scrap the vendor rating system until the company can figure out what is wrong.
- C. Compare the vendor and company detail records, and interview company employees who handled the data.
- D. Tell the supplier that, regardless of the disputed claims, the supplier must improve performance.

**Answer:** C

**NEW QUESTION 12**

- (Topic 3)

A primary objective of customer relationship management is to:

- A. implement market segmentation.
- B. create a data warehouse with critical customer information.
- C. identify customer needs for a greater level of satisfaction.
- D. target product promotions to customer segments.

**Answer:** C

**NEW QUESTION 13**

- (Topic 3)

Prioritizing customer needs is best accomplished by:

- A. sharing information with key customers.
- B. installing a new enterprise resources planning system.
- C. responding to customer requests in the order they are received.
- D. establishing policies and procedures for honoring customer requests.

**Answer:** D

**NEW QUESTION 14**

- (Topic 3)

Which of the following factors should be considered when establishing an inventory policy?

- A. Customer demand
- B. Selling price history

- C. Historical service levels
- D. Number of customers

**Answer:** A

#### **NEW QUESTION 15**

- (Topic 3)

A company that is having difficulties prioritizing resources against a long list of improvement projects should use which of the following processes?

- A. Control chart
- B. Competitive benchmarking
- C. Pareto analysis
- D. Six Sigma

**Answer:** C

#### **NEW QUESTION 16**

- (Topic 3)

Which of the following factors are fundamental to transportation performance?

- A. Full truck loads, maintenance, discounts
- B. Quality, Just-in-Time, invoicing
- C. Contract performance, order tracking, flexibility
- D. Cost, speed, delivery consistency

**Answer:** D

#### **NEW QUESTION 17**

- (Topic 3)

The primary reason to establish a customer-dedicated warehouse is to:

- A. integrate and consolidate an assortment of inventory.
- B. position inventory to improve response time.
- C. balance inventory with consumption.
- D. equalize inbound and outbound logistics costs.

**Answer:** B

#### **NEW QUESTION 18**

- (Topic 3)

A firm decides to move from a mass production to a mass customization model. This will result in a change in focus from:

- A. special to general purpose facilities.
- B. lower to higher operational cost.
- C. efficiency to effectiveness measures.
- D. high to low flexibility workforce.

**Answer:** :A

#### **NEW QUESTION 19**

- (Topic 3)

An office furniture manufacturer observed that customers preferred to configure desks based on their available office space. To keep product costs to a minimum, yet satisfy

customer needs, the company should choose which of the following design strategies?

- A. Modularity
- B. Component commonality
- C. Mass customization
- D. Standardization

**Answer:** A

#### **NEW QUESTION 20**

- (Topic 3)

The logistics value proposition involves matching:

- A. identification of appropriate sourcing partners with service reliability metrics.
- B. activity-based costing practices with supply chain financial strategy.
- C. cost minimization practices with balanced scoreboard performance.
- D. operating competency and commitment with key customer requirements.

**Answer:** D

#### **NEW QUESTION 21**

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