

# CSCP<sup>Q&As</sup>

Certified Supply Chain Professional

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**QUESTION 1**

Which of the following forecasting methods relies on the opinions of a panel of experts?

- A. Delphi technique
- B. Survey method
- C. Causal method
- D. Time series analysis

Correct Answer: A

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**QUESTION 2**

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.

Correct Answer: C

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**QUESTION 3**

What practice corresponds to stocking up in response to a product price cut?

- A. demand lumping
- B. forward buying
- C. sell-through
- D. turn-and-earn
- E. none of the above

Correct Answer: B

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**QUESTION 4**

Which of the following planning systems would the demand forecast typically be fed into first?

- A. DRP
- B. MPS
- C. MRP
- D. CRP
- E. business plan

Correct Answer: A

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**QUESTION 5**

When doing international business, a company's total line-haul costs will vary with the:

- A. weight shipped.
- B. distance shipped.
- C. pallets shipped.
- D. volume shipped.

Correct Answer: B

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**QUESTION 6**

Which of the following warehousing tools enables wireless scanning of products?

- A. Magnetic stripes
- B. Universal product codes
- C. Radio frequency devices
- D. Local area network

Correct Answer: C

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**QUESTION 7**

An effective procurement strategy for commodity products should focus on:

- A. driving down cost and reducing risk.
- B. spreading purchases equally across suppliers.
- C. selecting primary and alternate sources.
- D. selecting suppliers with value-added products.

Correct Answer: A

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**QUESTION 8**

Compared to a global strategy, a multicountry strategy would be characterized by:

- A. strategy coordination across countries.
- B. preferred suppliers located in host countries.
- C. major strategic decisions coordinated centrally.
- D. products adapted to local needs.

Correct Answer: D

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**QUESTION 9**

Which of the following metrics compares the cost of goods sold (COGS) for a period to the average inventory cost for a period?

- A. Total cost per unit
- B. Inventory turnover
- C. Actual versus budget cost
- D. Carrying costs

Correct Answer: B

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**QUESTION 10**

Which SCOR performance attribute corresponds to the speed at which a supply chain provides products to the customer?

- A. supply chain reliability
- B. supply chain responsiveness
- C. supply chain flexibility
- D. supply chain costs
- E. supply chain asset management

Correct Answer: B

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**QUESTION 11**

A remanufacturer of equipment is most likely to have what type of supply chain?

- A. Modular logistics
- B. Reverse logistics
- C. Mixed model
- D. Lateral

Correct Answer: B

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**QUESTION 12**

Which source would most likely be more useful in identifying and acquiring new customers than in managing relationships with existing customers?

- A. distribution points
- B. purchased data
- C. sales representatives
- D. service representatives
- E. transaction records

Correct Answer: B

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**QUESTION 13**

A firm experiences a supply chain interruption from a second-tier supplier. Which of the following actions is the firm likely to take to minimize future interruptions?

- A. Require the supplier to submit weekly cycle count reports.
- B. Require the supplier to implement a sales and operations planning process.
- C. Map the supplier's supply chain to identify risks and opportunities.
- D. Conduct an ISO 14001 audit of the supplier.

Correct Answer: C

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**QUESTION 14**

Companies are more likely to consider the consequences of their product design decisions when they view the reverse supply chain as an extension of the:

- A. forward supply chain.

- B. marketing process.
- C. manufacturing process.
- D. sales and operations planning process.

Correct Answer: A

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**QUESTION 15**

What is one of the goals and benefits of CRM?

- A. customer visibility
- B. customer velocity
- C. greater operating efficiencies
- D. increased brand awareness in the market

Correct Answer: A

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