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#### **QUESTION 1**

A company that ships self-propelled cargo and prefers not to utilize specialized lifting equipment should consider which of the following types of shipping vessels?

- A. Handysize
- B. Roll-on/roll-off (RORO)
- C. Suez-Max
- D. Trot-on/trot-off (TOTO)

Correct Answer: D

#### **QUESTION 2**

Which of the following ships are specifically designed to carry ISO shipping containers?

- A. Break-bulk freighter
- B. Roll-om/roll-off (RORO) vessel
- C. Dry-bulk freighter
- D. Cellular vessel

Correct Answer: A

#### **QUESTION 3**

A company is sending a shipment to its customer in Italy. It elects to pay the freight and be responsible for any liability and damage claims. Which of the following free on board (FOB) terms is the company using?

- A. FOB destination, freight collect
- B. FOB destination, freight prepaid
- C. FOB origin, freight prepaid
- D. FOB origin, freight collect

Correct Answer: B

#### **QUESTION 4**

An organization concentrating its efforts on meeting the internal performance standards related to availability, operational performance, and reliability has focused on which of the following aspects of the customer relationship?



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- A. Customer service
- B. Customer satisfaction
- C. Customer loyalty
- D. Customer success

Correct Answer: B

#### **QUESTION 5**

Which of the following types benchmarking would a company utilize in order to determine why a significant gap exists in its order fill rates?

- A. Performance benchmarking
- B. Process benchmarking
- C. Product benchmarking
- D. Strategic benchmarking

Correct Answer: B

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