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**QUESTION 1**

A company currently has a significantly long lead time in determining the disposition of returned products. Which of the following non-procedural areas should the company look into as it performs a root cause analysis?

- A. Financial department to see if the sales personnel are reluctant to charge the returns to sales
- B. Quality department to see if the process for determining disposition is inefficient
- C. Customer service department to see if they are taking a long time to address customer concerns
- D. Material handling department to see if it is taking excessive time to handle defective product

Correct Answer: D

QUESTION 2

Which of the following approaches is used when loading boxes of equal length and width onto pallets?

- A. Block
- B. Brick
- C. Row
- D. Pinwheel

Correct Answer: A

QUESTION 3

The Rotterdam Rules provide protection to which of the following entities?

- A. Shippers
- B. Carriers
- C. European Union (EU) members
- D. Companies based in the Netherlands

Correct Answer: A

QUESTION 4

Which of the following operations involve goods that flow from receiving to shipping with minimum interim sorting eliminating storage and order picking?

- A. spot-stocking.



- B. cross-docking.
- C. just in time (JIT).
- D. flow-through.

Correct Answer: B

QUESTION 5

Which of the following statements represents the primary function of inventory?

- A. Make products available while minimizing total carrying cost
- B. Realize economies of scale while minimizing total carrying cost
- C. Reduce ordering cost while minimizing total carrying cost
- D. Buffer against delivery time while minimizing total carrying cost

Correct Answer: D

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