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QUESTION 1

A logistics manager has received a lot of customer complaints concerning damaged products. This represents which of the following customer service dimensions?

- A. Time
- B. Dependability
- C. Communication
- D. Convenience

Correct Answer: B

QUESTION 2

An ocean carrier's goal of maximizing total revenue of the entire ship by offering very competitive rates that cover their variable costs and then increasing rates according to what the traffic will bear is referred to as:

- A. any-quantity service rate
- B. value of service rate
- C. limited service rate
- D. incentive rate

Correct Answer: B

QUESTION 3

The practice of carriers charging all of their customers more during the peak harvest season is a type of pricing known as:

- A. differential rates.
- B. incremental rates.
- C. distributive rates.
- D. commodity rates.

Correct Answer: A



QUESTION 4

Which of the following is normally within the logistics function of a manufacturing organization?

- A. Production management
- B. Financial management
- C. Warehouse management
- D. Marketing management

Correct Answer: C

QUESTION 5

A company is most likely to use a third-party logistics (3PL) provider to provide:

- A. customer service, supply chain consulting, and consolidation.
- B. transportation, warehousing, and customs clearance.
- C. supply chain consulting, shipment consolidation, and warehousing.
- D. shipment consolidation, transportation, and customer service.

Correct Answer: B

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