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QUESTION 1

In the customer relationship management process, what input is provided by the production function?

- A. manufacturing capabilities
- B. material specifications
- C. remanufacturing
- D. production planning
- E. integrated planning

Correct Answer: A

QUESTION 2

All of the following are one of the Four Pillars of Supply Chain Excellence EXCEPT:

- A. human resources
- B. organizational design
- C. organizational measurement
- D. inventory management
- E. information technology

Correct Answer: D

QUESTION 3

A work center's demonstrated capacity for the last week was 160 standard hours. Its demonstrated capacity for the last 6 weeks was 140 standard hours. Which of the following numbers would be best to use to determine the appropriate future load for the work center?

- A. 160 standard hours, because it reflects what the work center has proven it can do
- B. 160 standard hours, because it reflects what happened most recently
- C. 150 standard hours, because it is the average of the last two periods
- D. 140 standard hours, because it is based on a greater number of periods

Correct Answer: D

QUESTION 4



During the introduction stage, sales of the product are _____ and advertising costs are _____.

- A. low, low
- B. low, high
- C. high, high
- D. high, low

Correct Answer: B

QUESTION 5

In order to form a "procurement company" what variable or variables must be isolated to specific entities within its corporate group?

- A. functions they perform
- B. risks they take
- C. income
- D. assets they own or have developed
- E. all of the above

Correct Answer: E

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