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QUESTION 1

A manufacturer offers a trade-in allowance on a new machine when the customer returns the old machine. The manufacturer reconditions the returned machine locally and then sells it on the used market for a profit. This program is an example of a focus on:

- A. environmentally sensitive engineering.
- B. gray box design.
- C. green manufacturing.
- D. sustainability in operations.

Correct Answer: D

QUESTION 2

An organization is partnering with a supplier. The most appropriate tool to ensure that the supplier has the necessary capabilities is:

- A. a supplier-input-process-output-customer diagram.
- B. supplier certification.
- C. supplier relationship management.
- D. supplier performance evaluation.

Correct Answer: B

QUESTION 3

If a company reports a problem with its supply chain and pinpoints blame, which of the following groups, if blamed, will most likely result in the stock price being most punished by the market?

- A. management
- B. employees
- C. customers
- D. suppliers

Correct Answer: C

QUESTION 4

Which of the following characteristics typically is required for a collaborative strategic relationship?



- A. High levels of trust
- B. History of successful collaboration
- C. Awareness of cultural differences
- D. Formal contracts defining the relationship

Correct Answer: A

QUESTION 5

What is the impact on annual holding costs of increasing the order quantity?

- A. annual holding costs decrease
- B. annual holding costs increase
- C. annual holding costs remains constant
- D. cannot tell impact on annual holding cost

Correct Answer: B

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