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QUESTION 1

A company's product cannot be sold beyond 12 months from the date of manufacture. The product contains hazardous material and must be returned to the factory to be neutralized. This situation is an example of product:

- A. reuse.
- B. remanufacturing.
- C. recovery.
- D. refurbishing.

Correct Answer: C

QUESTION 2

Reverse logistics processes are often more expensive than standard inbound processes because shipments consist of items that:

- A. are small and from unhappy customers wanting quick refunds
- B. often do not have uniform packing or labeling
- C. involve negotiations with suppliers on the value and timing of items returned for credit
- D. are so damaged they are difficult to identify for correct storage

Correct Answer: A

QUESTION 3

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 4

The focus of collaborative supply chain management differs from a transactional approach by its emphasis on the:



- A. transportation of goods to the next link in the chain.
- B. flow of product information up to the next level of the chain.
- C. flow of demand information and cash up the chain.
- D. flow of supply into an organization.

Correct Answer: C

QUESTION 5

As business organizations shift from task-focused centers to more collaborative virtual organizations, information systems need to do all of the following EXCEPT:

- A. communicate with other partner systems
- B. be accessible 100% of the time
- C. be more flexible
- D. do more in general

Correct Answer: B

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