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## CIPS L5M10 Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>• <b>Understand Capacity Planning and Control in Logistics Management:</b> This section of the exam measures the skills of Operations Planners and focuses on the techniques and systems used to manage capacity, demand, and resource planning across logistics activities. It explains how organizations balance planning with real-time control, adjust to fluctuating demand, and schedule workloads effectively. Candidates are expected to understand capacity concepts, constraints, demand forecasting, capacity measurement, and different planning approaches such as level planning, chase demand strategies, and demand management methods. The section also examines the use of technology in capacity planning, particularly Materials Requirements Planning (MRP), MRP II, ERP systems, master production scheduling, inventory data, and bills of materials, while recognizing the limitations of these tools. Finally, it covers the role of reverse logistics, emphasizing the handling of customer returns, the development of return policies, and how returned items are reintegrated into the supply chain.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• <b>Analyse the Role and Activities of Logistics Management:</b> This section of the exam measures the skills of Logistics Managers and covers the essential concepts, functions, and strategic importance of logistics within modern supply chains. It explains what logistics is, how its key elements work together—such as transportation, warehousing, inventory, packaging, information flow, and security—and how these components support procurement, production, distribution, after-sales processes, and product disposal. The section explores how logistics integrates with broader supply chain management and introduces the idea of total logistics and total cost thinking, showing how multimodal transport and pipeline inventory contribute to efficiency. Candidates must understand how logistics creates competitive advantage by aligning operations with business strategy, managing customer service levels, measuring service quality, and recognizing its financial impact. This heading also evaluates the increasing role of technology in logistics, including barcoding, RFID, e-fulfilment systems, warehouse management systems, automated data capture, and the integration of digital tools across the logistics network.</li> </ul>

## CIPS Logistics Management Sample Questions (Q51-Q56):

### NEW QUESTION # 51

Martin Christopher argues that Competitive Advantage is formed through the management of which THREE aspects?

- A. Creditors
- B. Customer
- C. Company
- D. Competitors
- E. Cost

**Answer: B,C,D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Martin Christopher's Three Cs model emphasises achieving competitive advantage through balancing and managing the Company, Customer, and Competitors. These must be aligned to deliver superior value and sustained differentiation.

(Reference: CIPS L5M10 Study Guide, Christopher's Three Cs model, p. 59)

### NEW QUESTION # 52

In which of the following circumstances would RFID tags not be suitable for use?

- A. To collect data on items within metal storage units
- B. To track movements of items around a distribution centre
- C. To log how many times a book is signed out of a library
- D. To store data of fixed assets within a manufacturing unit

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

RFID signals cannot pass through metal or water, so items stored in metal containers or surrounded by liquids may not be detectable. (Active tags may improve range but not fully solve the problem.) (Reference: CIPS L5M10 Study Guide, RFID

advantages and limitations, p. 85)

### NEW QUESTION # 53

Patrick wants a tool that can visually display information on planning, scheduling and track production activities within a distribution centre. Which would best suit his requirement?

- A. PERT Analysis
- **B. Gantt Chart**
- C. Linear Programming
- D. Critical Path

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A Gantt chart visually maps activities over time for planning and scheduling, showing task durations, overlaps and progress tracking. Critical Path/PERT are network methods for project timing; linear programming is an optimisation technique. (CIPS L5M10 Study Guide, pp. 125-128)

### NEW QUESTION # 54

In transportation terminology, what type of cargo would be considered "less than carload" (LTC)?

- A. Inventory that is worth less than the price of an average car
- **B. A shipment that fills half a rail carriage in volume**
- C. A shipment that is less than a full truckload
- D. A small box of components that would fit on the back seat of a car

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

"Less than carload" refers to rail freight shipments smaller than a full railcar load (i.e., not filling an entire rail carriage). The term relates to railway "cars," not road vehicles. (Reference: CIPS L5M10 Study Guide, transport terminology-LTC/LCL/FTL, p. 6)

### NEW QUESTION # 55

The "Net Promoter Score" (NPS) provides a company with an indication of customer satisfaction by answering which question?

- A. Would you use this service again?
- B. On a scale of 1-10 did you find the service value for money?
- **C. How likely are you to recommend the service to a friend?**
- D. How happy are you with the service delivered?

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

NPS is a single-question metric asking customers how likely they are to recommend the product/service to others (typically on a 0-10 scale). It is widely used as a proxy for loyalty and satisfaction. (Reference: CIPS L5M10 Study Guide, customer satisfaction measures-NPS, p. 62)

### NEW QUESTION # 56

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