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APICS Certified Supply Chain Professional Sample Questions (Q214-Q219):

NEW QUESTION # 214

What is the Japanese term for continuous improvement?

- A. hoshin
- B. jidoka
- C. keiretsu
- D. heijunka
- E. kaizen

Answer: E

NEW QUESTION # 215

A return material authorization (RMA) policy is used in reverse logistics to:

- A. reduce the cost of returned items by refusing to accept items that should not be returned.

- B. reclaim substantial value from returned items by recycling.
- C. minimize the number of returned items by involving product design and demand forecasting.
- D. physically transport returned items by using an efficient transportation mode.

Answer: A

Explanation:

* Context: Return material authorization (RMA) policies are used in reverse logistics to manage returns efficiently.

* Options Breakdown:

* A. Physically transport returned items by using an efficient transportation mode: While efficient transportation is important, it is not the primary focus of RMA policies.

* B. Minimize the number of returned items by involving product design and demand forecasting: This goes beyond the scope of RMA policies, focusing more on product lifecycle management.

* C. Reduce the cost of returned items by refusing to accept items that should not be returned RMA policies help in screening returns, ensuring that only valid returns are accepted, thereby reducing costs associated with handling and processing unnecessary returns.

* D. Reclaim substantial value from returned items by recycling: This is a part of the reverse logistics process but not the primary focus of RMA policies.

* Correct Answer Justification: RMA policies are designed to authorize returns before they are shipped back, ensuring that only items meeting return criteria are processed, thus reducing unnecessary return costs.

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Reverse logistics and return management literature

Case studies on the implementation of RMA policies

NEW QUESTION # 216

Which of the following activities typically would be an appropriate application of the ISO 31000 Risk Management Principles and Guidelines?

- A. Calculating a risk index for each facility
- B. Projecting the ability of a facility to recover from an event
- C. Preparing for risk management accreditation
- **D. Establishing external risk communications processes**

Answer: D

NEW QUESTION # 217

A group of trading partners manufactures and distributes products. An increase in which of the following factors is most likely to result in an increase in the retailer's supply variability?

- A. Product simplification
- B. Manufacturer's defect rate
- **C. Distributor replenishment frequency**
- D. Retailer replenishment order quantities

Answer: C

NEW QUESTION # 218

A primary objective of a lean enterprise is to:

- A. create value for its suppliers by incorporating lean manufacturing principles into a supplier certification process.
- B. employ people who have enhanced abilities to learn and adapt to the corporate culture.
- **C. analyze and focus the value stream along all functions to maximize value for the ultimate customer.**
- D. continuously improve processes and procedures to maintain a level production schedule.

Answer: C

