

L5M10 Training Materials & L5M10 Certification Training & L5M10 Exam Questions

L5M10

Starfish International Ltd is a global company which has several subsidiary companies located in different countries. Starfish International prides itself on its reputation for delivering excellent customer service and tracks each subsidiary's performance in this area through KPIs. Below are details of the four subsidiary companies' service performance and their use of technology.

Company 1: This company uses a technology which assigns a unique 22-digit number to each item of stock. Company 2 has a 100% KPI score for delivering 'On Time in Full'.

Company 2: This company uses a software application which optimizes the storage facility where stock is kept. They perform highly in customer feedback surveys with customers stating that guarantees are always kept.

Company 3: This company has excellent communication technology with its providers of raw materials and can communicate fluctuations in demand from customers instantaneously. This leads to quick reply time to customer orders for dates of delivery.

Company 4: This company uses a smart label on each piece of equipment to aid in logging servicing and repairs. Company 4 also has a dedicated customer service team which is trained in understanding customer requirements and dealing with complaints when issues occur.

Complete the table below by listing the area of technology and customer service dimension for each company. Each response should only be used once: Bar Code Technology, Radio Frequency Identification, Integrated Supply Chain Technology, Warehouse Management System, Reliability, Empathy, Responsiveness, Assurance

	Technology	Service Dimension
Company 1	1	5
Company 2	2	6
Company 3	3	7
Company 4	4	8

Which of the

following will you put into box 3?

Option A : bar code technology

Option B : radio frequency identification

Option C : integrated supply chain technology

Option D : warehouse management system

Correct Answer: C

Explanation/Reference:

The correct answers are as follows:

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CIPS L5M10 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Understand Capacity Planning and Control in Logistics Management: 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.
Topic 2	<ul style="list-style-type: none"> Analyse the Role and Activities of Logistics Management: 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.

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The CIPS L5M10 certification examination is an essential component of professional development, and passing this CIPS L5M10 test can increase career options and a rise in salary. Nonetheless, getting ready for the Logistics Management (L5M10) exam may be difficult, and many working professionals have trouble locating the CIPS L5M10 practice questions they need to succeed in this endeavor.

CIPS Logistics Management Sample Questions (Q49-Q54):

NEW QUESTION # 49

Jack bought a washing machine from a UK retailer. After 1 year, a fault develops that stops it from working. Under UK legislation can Jack return the item?

- A. No - a customer has a maximum of 14 or 30 days to return the item
- B. Yes - if this is within the warranty period**
- C. Yes - if he has attempted to fix the item himself and cannot fix it
- D. No - as he has used the item

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Under the Consumer Rights Act 2015, if a product develops a fault within its warranty period, the customer has the right to repair, replacement, or refund. Attempting self-repair voids warranty protection. The 14-30- day "cooling-off period" applies to unused, distance-purchased goods only.

(Reference: CIPS L5M10 Study Guide, Consumer legislation and returns, p. 200)

NEW QUESTION # 50

Bilal has implemented a new production system using 5S and Value Stream Mapping. Which continuous improvement approach has he applied?

- A. Theory of Constraints
- B. Six Sigma
- C. Lean
- D. Total Quality Management

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

5S (Sort, Set, Shine, Standardise, Sustain) and Value Stream Mapping are signature Lean tools focused on waste elimination and process flow efficiency. Six Sigma focuses on variability reduction; TQM is a broader philosophy.

(Reference: CIPS L5M10 Study Guide, Lean manufacturing tools and comparisons, p. 138)

NEW QUESTION # 51

In storing which of the following inventory types are you most likely to see aFIFO (First In, First Out) system? Select TWO.

- A. Cosmetic items such as makeup
- B. Food products
- C. Clothing items and accessories
- D. High-value items such as cars or jewellery

Answer: A,B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

FIFO ensures older stock is issued first, preventing spoilage or expiry. It's essential for perishable goods (food) and time-sensitive stock (cosmetics). For durable goods, FIFO is less critical.

(Reference: CIPS L5M10 Study Guide, Inventory management methods and systems, p. 13)

NEW QUESTION # 52

Yolo Inc. is a low-cost manufacturer with tight margins. To remain profitable, logistics must help reduce costs. Which transportation strategy best supports this aim?

- A. Manage inbound logistics to strict KPIs to reduce waste and delays
- B. Brand all fleet vehicles with company logos
- C. Eliminate all activities that do not provide value add
- D. Run a competitive tender annually to secure the cheapest logistics provider

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Cost-leadership logistics requires efficiency in inbound and outbound flows. Managing inbound logistics using KPIs (e.g., vehicle turnaround time, delivery reliability) reduces time waste and unnecessary costs.

Annual tenders or branding efforts do not guarantee cost reduction. (Reference: CIPS L5M10 Study Guide, "Cost as a business strategy," p. 53)

NEW QUESTION # 53

Triple 0 Logistics is a new company using Competitive Strategy to stand out. Which of the following is an example of Service as a Business Strategy?

- A. Optimisation of packaging
- B. Using a flexible distribution system allowing customers to pick delivery times
- C. Provision of 100% electric vehicles

- D. Reduction in non-value-added tasks

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A service-based strategy focuses on improving customer convenience and satisfaction. Offering flexible delivery slots enhances service differentiation. Electric fleets relate to quality; packaging optimisation/reduction address cost strategy.

(Reference: CIPS L5M10 Study Guide, Service and cost strategies, p. 54)

NEW QUESTION # 54

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