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## CIPS L5M10 Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>

## CIPS Logistics Management Sample Questions (Q34-Q39):

### NEW QUESTION # 34

Paul, a Warehouse Manager, is using an ABC method to classify inventory. Which class would contain the most valuable products?

- A. B
- B. Any - ABC does not categorise by cost
- C. C
- D. A**

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

ABC (Pareto) classification typically groups a small proportion of high-value items as "A" (often 10-20% of items accounting for a large share of value), with "B" and "C" representing progressively lower value importance. (Reference: CIPS L5M10 Study Guide, ABC inventory categorisation, p. 9)

### NEW QUESTION # 35

The return logistics of consumable goods is more difficult and complex. Which of the following is an example of a consumable good?

- A. An item used shortly after purchase, such as petrol**
- B. An item out of warranty
- C. Kitchen equipment used in food preparation
- D. Expensive item such as a gold ring

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Consumable goods are quickly used or depleted after purchase - e.g., petrol, food, lubricants. Their return logistics are complicated because once used, they cannot be resold or reused. (Reference: CIPS L5M10 Study Guide, Reverse logistics for consumables, p.

### NEW QUESTION # 36

Which of the following are types of Auto-Identification and Data Capture (AIDC) technology used in logistics? Select THREE

- A. Electronic data interchange
- B. Smartphones
- C. Biometrics
- D. Voice recognition
- E. Barcodes

**Answer: C,D,E**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

AIDC encompasses technologies that automatically identify items and capture data with minimal human intervention. Examples include barcodes/QR, RFID, biometrics, magnetic stripes, and voice recognition.

Smartphones are devices that may host AIDC apps but are not a technology class themselves; EDI is a system- to-system messaging standard, not AIDC. (Reference: CIPS L5M10 Study Guide, AIDC overview and examples, p. 83)

### NEW QUESTION # 37

Terry manages a warehouse stocking electronics and has a pilferage (theft) issue. Which of the following would help reduce this issue?

- A. RFID tags
- B. Additional breaks for staff
- C. Paperless communication with suppliers
- D. Warehouse Management System

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

RFID tagging supports item-level identification and can trigger alarms at controlled exit points, helping deter and detect theft. While a WMS improves control and accuracy, RFID directly addresses shrinkage through automated detection. (Reference: CIPS L5M10 Study Guide, RFID uses-waste and pilferage reduction, p. 23)

### NEW QUESTION # 38

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

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

**Answer: A**

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 # 39

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