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## CIPS L5M10 Exam Syllabus Topics:

Topic	Details

Topic 1	<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>
Topic 2	<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>

## CIPS Logistics Management Sample Questions (Q87-Q92):

### NEW QUESTION # 87

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

**Answer: C**

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 # 88

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 happy are you with the service delivered?
- D. How likely are you to recommend the service to a friend?**

**Answer: D**

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 # 89**

XYZ Logistics provides large trucks nationwide and recently added smaller electric vehicles for smaller clients. This is an example of which form of Competitive Advantage?

- A. Differentiation focus
- **B. Differentiation**
- C. Cost leadership
- D. Cost focus

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

By introducing anew service offering(small electric fleet) distinct from competitors, XYZ uses differentiation strategy- providing unique value beyond cost competition.

(Reference: CIPS L5M10 Study Guide, Porter's Generic Strategies in logistics context, p. 48)

### **NEW QUESTION # 90**

Which of the following is an example of a Just-in-Time (JIT) inventory system?

- A. A company places orders only when items are required
- B. A two-bin system is used whereby a supplier delivers new stock when one bin is empty
- **C. A supplier is implanted within a customer organisation and places orders to their own company**
- D. A manufacturer holds zero inventory

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

JIT integrates suppliers directly within the customer's premises, allowing them to manage replenishment themselves using the customer's systems - enhancing responsiveness and coordination.

(Reference:CIPS L5M10 Study Guide, JIT and JIT II methods, p. 11)

### **NEW QUESTION # 91**

In a logistics system, if the production rate increases, which of the following is true?

- A. The workload arrival rate decreases
- **B. The workload arrival rate increases**
- C. The throughput time increases
- D. The waiting rate increases

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

An increase in the production rate generally leads to an increase in the workload arrival rate- the rate at which items or tasks enter the system for processing. This relationship reflects flow interdependence between system inputs and production capacity. The relationship among production rate, throughput rate, and waiting rate is visually represented in logistics process flow diagrams.

(Reference:CIPS L5M10 Study Guide, Flow management and capacity relationships, p. 132)

### **NEW QUESTION # 92**

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