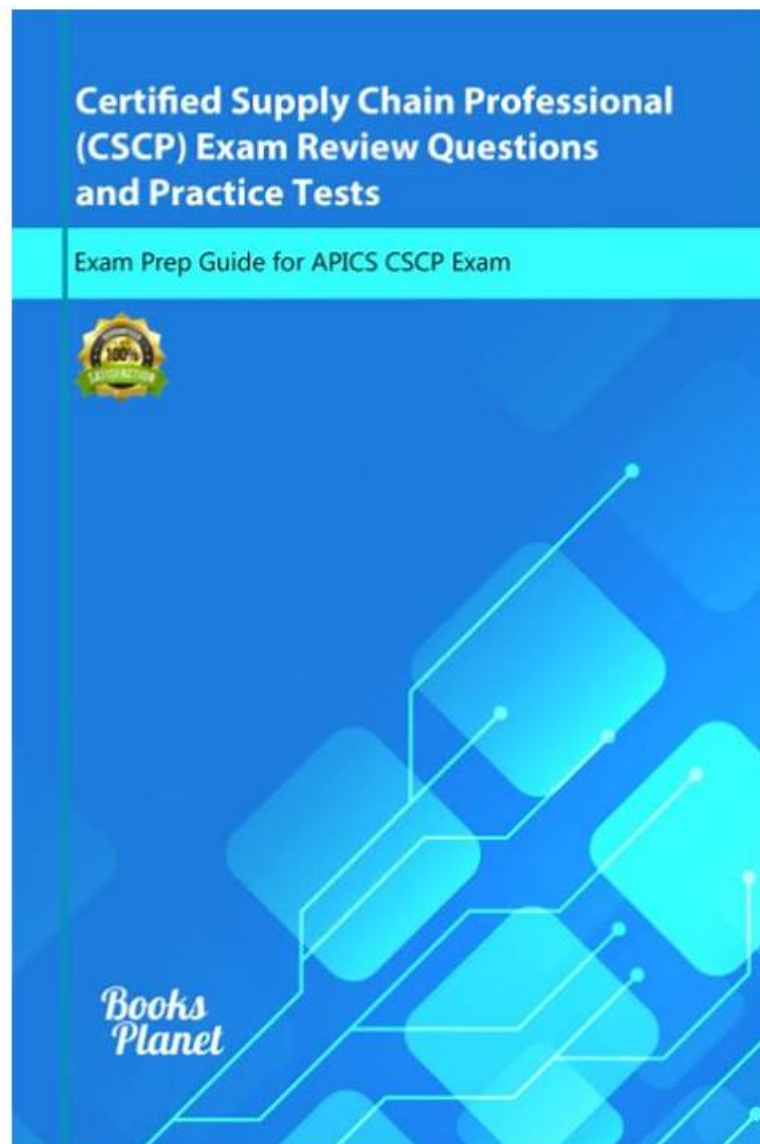


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APICS Certified Supply Chain Professional Sample Questions (Q254-Q259):

NEW QUESTION # 254

Which source would most likely be more useful in identifying and acquiring new customers than in managing relationships with existing customers?

- A. sales representatives
- B. service representatives
- C. purchased data
- D. transaction records
- E. distribution points

Answer: C

NEW QUESTION # 255

The United Nations (UN) Global Compact is best defined as a:

- A. set of minimum standards for a wide range of business practices that allows organizations to receive global compliance certification.
- B. credential that indicates a multinational organization is upholding minimum standards of legal compliance and financial reporting.
- C. voluntary initiative to advance universal principles on human rights, labor, anticorruption, and environmental stewardship.
- D. set of guidelines encouraging firms that plan to expand into other countries to adhere to the standards of their home countries.

Answer: C

Explanation:

The United Nations (UN) Global Compact is a voluntary initiative that encourages businesses worldwide to adopt sustainable and socially responsible policies and to report on their implementation. The initiative is based on ten principles in the areas of human rights, labor, the environment, and anti-corruption. Companies that join the UN Global Compact commit to aligning their operations and strategies with these universal principles, thereby contributing to a more inclusive and sustainable global economy. The initiative provides a framework for businesses to integrate these principles into their operations and to engage in collaborative projects that advance the broader goals of the United Nations.

References:

* United Nations Global Compact. (n.d.). "What is the UN Global Compact?" Retrieved from <https://www.unglobalcompact.org>

* Kell, G. (2005). "The Global Compact: Selected Experiences and Reflections." *Journal of Business Ethics*, 59(1-2), 69-79.

NEW QUESTION # 256

The primary use of the ISO 14001 standard is to allow firms to:

- A. improve the occupational health and safety of employees within the firm's buildings and factories.
- B. demonstrate compliance to allow for faster and easier movement of goods across country borders.
- C. provide guidance in monitoring the impact of activities throughout the life cycle.
- D. reduce costs by becoming eligible for tax advantages offered for meeting climate goals.

Answer: B

NEW QUESTION # 257

Which of the following performance indicators can be used to measure the effectiveness of a vendor-managed inventory program?

- A. Number of inventory receipts
- **B. In-stock rate**
- C. Inventory usage
- D. Inventory returns

Answer: B

Explanation:

The in-stock rate is a key performance indicator used to measure the effectiveness of a vendor-managed inventory (VMI) program. Here's a detailed explanation:

* In-Stock Rate Definition: The in-stock rate is the percentage of time that a product is available in inventory and ready for sale or use. It indicates the ability of the inventory management system to meet customer demand without stockouts.

* Importance in VMI:

* VMI Program: In a VMI setup, the vendor is responsible for managing and replenishing inventory levels based on the real-time demand data shared by the retailer or customer.

* Objective: The main goal is to ensure that the right products are available at the right time, minimizing stockouts and overstock situations.

* Effectiveness Measurement:

* Availability: A high in-stock rate means that the products are consistently available, indicating effective inventory management by the vendor.

* Customer Satisfaction: High product availability leads to better customer satisfaction as it reduces the likelihood of missing sales due to stockouts.

* Operational Efficiency: Maintaining a high in-stock rate while minimizing excess inventory demonstrates the vendor's efficiency in managing the supply chain and understanding demand patterns.

* Performance Tracking:

* Continuous Monitoring: Regular monitoring of the in-stock rate helps in identifying trends and making necessary adjustments to inventory levels.

* Benchmarking: Comparing in-stock rates over time or against industry standards can help in assessing the overall effectiveness of the VMI program.

References

* Simchi-Levi, D., Kaminsky, P., & Simchi-Levi, E. (2008). Designing and Managing the Supply Chain: Concepts, Strategies, and Case Studies.

* Stevenson, W. J. (2018). Operations Management.

NEW QUESTION # 258

The six sigma approach to quality focuses on increasing customer satisfaction by:

- **A. reducing variability**
- B. simplifying processes
- C. increasing efficiency
- D. reducing waste

Answer: A

Explanation:

The Six Sigma approach to quality focuses on reducing variability in processes to increase customer satisfaction. The primary goal is to achieve near perfection by identifying and eliminating defects and reducing process variation.

* Reducing Variability: Six Sigma employs statistical tools to analyze processes and identify sources of variability.

* DMAIC Process: Define, Measure, Analyze, Improve, Control - a structured approach used in Six Sigma to improve processes.

* Customer Satisfaction: By ensuring consistent and predictable process outcomes, Six Sigma enhances product quality and reliability, leading to higher customer satisfaction.

References:

* "The Six Sigma Handbook" by Thomas Pyzdek and Paul Keller

* ASQ (American Society for Quality) Six Sigma Resources

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