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Success in the test of the Certified Supply Chain Professional (CSCP) certification proves your technical knowledge and skills. The CSCP exam credential paves the way toward landing high-paying jobs or promotions in your organization. Many people who attempt the Certified Supply Chain Professional (CSCP) exam questions don't find updated practice questions. Due to this they don't prepare as per the current CSCP examination content and fail the final test.

APICS Certified Supply Chain Professional Sample Questions (Q373-Q378):

NEW QUESTION # 373

In a service environment, a decrease in demand over the long term will most likely result in:

- A. decreased cycle time.
- **B. increased cost of service**
- C. Increased cycle time.
- D. decreased cost of service.

Answer: B

Explanation:

In a service environment, a long-term decrease in demand can lead to increased costs of service due to several factors:

- * Fixed Costs: Many service environments have high fixed costs (e.g., facilities, equipment) that do not decrease with lower demand, leading to higher per-unit costs.
- * Economies of Scale: Lower demand can result in the loss of economies of scale, as the cost per unit increases when services are spread over a smaller number of customers.
- * Resource Utilization: Decreased demand can lead to underutilization of resources (e.g., staff, infrastructure), further driving up the cost per service unit.

References

- * Fitzsimmons, J. A., Fitzsimmons, M. J., & Bordoloi, S. (2014). *Service Management: Operations, Strategy, Information Technology*. McGraw-Hill Education.
- * Heskett, J. L., Sasser, W. E., & Schlesinger, L. A. (2015). *The Service Profit Chain: How Leading Companies Link Profit and Growth to Loyalty, Satisfaction, and Value*. Free Press.

NEW QUESTION # 374

Which of the following measures best describes fill rate?

- A. Percentage of closed orders to total orders
- B. Ratio of cost of goods sold to available inventory
- **C. Percentage of demand satisfied by available inventory**
- D. Ratio of available inventory to cost of goods sold (COGS)

Answer: C

Explanation:

Fill rate, in the context of supply chain management, is best described as the percentage of demand that is satisfied by available inventory. This measure is crucial for evaluating the efficiency and effectiveness of the inventory management system.

- * Service Level Indicator: Fill rate directly reflects the ability to meet customer demand without delay, indicating the service level performance.
- * Inventory Effectiveness: A high fill rate suggests that the inventory levels are well-aligned with demand patterns, minimizing stockouts and backorders.
- * Customer Satisfaction: Meeting demand promptly leads to higher customer satisfaction and loyalty.
- * Operational Efficiency: A good fill rate balance helps in optimizing inventory carrying costs while ensuring demand fulfillment.
- * Benchmarking: Fill rate is commonly used as a benchmark to compare performance over time or against industry standards.

References:

- Ballou, R. H. (2004). *Business Logistics/Supply Chain Management*. Pearson.
- Bowersox, D. J., Closs, D. J., & Cooper, M. B. (2013). *Supply Chain Logistics Management*. McGraw-Hill.

NEW QUESTION # 375

The product life cycle begins with which step?

- A. decline
- B. growth
- C. introduction
- D. maturity
- **E. development**

Answer: E

NEW QUESTION # 376

A manufacturer offers a trade-in allowance on a new machine when the customer returns the old machine. The manufacturer reconditions the returned machine locally and then sells it on the used market for a profit. This program is an example of a focus on:

- A. sustainability in operations.
- B. gray box design.
- C. environmentally sensitive engineering.
- D. green manufacturing.

Answer: A

Explanation:

* Context: The manufacturer offers a trade-in allowance, reconditions the returned machine, and sells it for profit, highlighting a focus on sustainable practices.

* Options Breakdown:

* A. Environmentally sensitive engineering: While this relates to designing products with the environment in mind, it is not as broad as sustainability.

* B. Gray box design: This involves collaborative design processes and is not directly relevant.

* C. Green manufacturing: Focuses on environmentally friendly production processes but does not encompass the entire trade-in and resale program.

* D. Sustainability in operations: This broader concept includes environmentally friendly practices, economic viability, and social responsibility, fitting the described program.

* Correct Answer Justification: The program exemplifies sustainability in operations by encouraging recycling and reuse of machines, reducing waste, and generating profit through reconditioning.

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Sustainability and green operations literature

Case studies on sustainable manufacturing practices

NEW QUESTION # 377

A company recently implemented a new supplier rating system. Data was collected from the enterprise resources planning system about each vendor's rating for cost, quality, and delivery over 12 months. A cutoff point was established for poor performers. The responsible purchasing agent then scheduled meetings with each supplier. Which of the following actions is most appropriate to take with suppliers whose ratings were below the cutoff point?

- A. Tell the suppliers they are on probation for 3 months.
- B. Ask the suppliers to explain the poor performance.
- C. Discuss ways to raise the ratings for the next review period.
- D. Immediately cancel outstanding contracts with those suppliers.

Answer: C

Explanation:

Section: Implementation and Operations

Explanation/Reference:

NEW QUESTION # 378

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