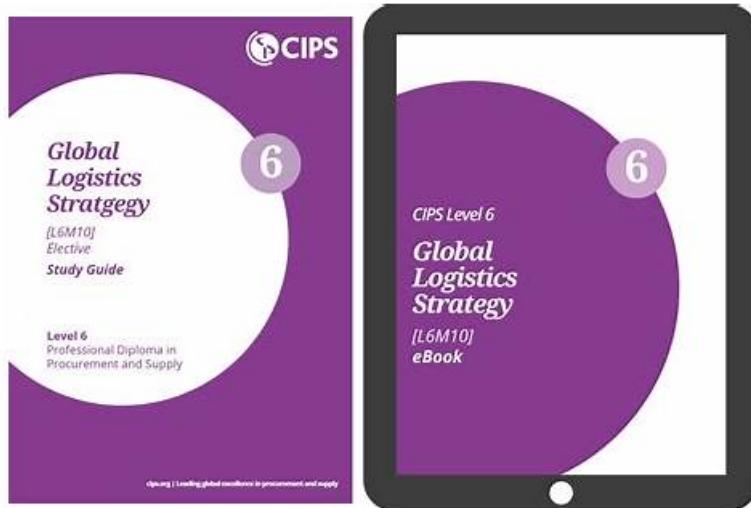


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CIPS L6M10 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Understand the strategic logistical implications of globalization: This section measures the skills of Logistics Managers and focuses on evaluating the logistics challenges presented by globalization. It covers issues such as centralized versus regionalized inventory holdings, international logistics practices, and the impact of transportation pipelines on inventory costs. A key skill measured is identifying logistics challenges in a global context.
Topic 2	<ul style="list-style-type: none">Understand the concept of reverse logistics and its impact on global logistics strategy: This section measures the skills of the target audience in assessing strategic factors influencing reverse logistics, such as government policies, economic considerations, and environmental impacts. It emphasizes understanding how these factors affect reverse logistics planning. A key skill measured is evaluating sustainability strategies in reverse logistics.
Topic 3	<ul style="list-style-type: none">Understand global governance of the supply chain: This section measures the skills of Compliance Officers in assessing the impact of international legislation on globalized supply chains. It includes understanding jurisdictional issues and legal considerations affecting trade across multiple countries. A key skill measured is evaluating legal frameworks governing international trade.
Topic 4	<ul style="list-style-type: none">Assess the strategic factors that influence reverse logistics: This section measures the skills of Logistics Coordinators in comparing factors affecting the implementation of reverse logistics strategies. It discusses challenges such as lack of infrastructure, forecasting difficulties, and perceptions of reverse logistics as a cost rather than a value-addition opportunity.

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CIPS Global Logistics Strategy Sample Questions (Q167-Q172):

NEW QUESTION # 167

What strategic questions must global firms consider when managing virtually centralized teams?

- A. How virtual teams fulfill tasks physically
- B. **What types of tasks are best fulfilled by virtual teams**
- C. How to improve face-to-face communication
- D. How to manage information complexity

Answer: B

Explanation:

When managing virtually centralized teams, firms must determine which tasks are best suited for virtual collaboration to optimize efficiency. [P-102]

NEW QUESTION # 168

Mr. Mark works as a customer service manager for an e-commerce company called "ShopSmart." ShopSmart sells a wide range of products online, and Mark's team is responsible for addressing customer inquiries and issues. Below are five customer cases that need to be resolved. For each case, find the solution for the issue and select preventive measures.

Customer 1: Jane ordered a birthday gift for her daughter, but it arrived two days late, missing the special day. She had meticulously planned a surprise celebration, and the late delivery disrupted her plans. As a result, her daughter was left disappointed, and Jane is seeking not only a solution to the delayed delivery but also a way to make it up to her daughter.

Customer 2: Jack received a defective electronic gadget he ordered, and it's not functioning correctly. Jack wants to know how ShopSmart can rectify this situation and ensure that he receives a fully functional replacement or a refund.

Customer 3: Sarah received her order, but some items from her purchase were missing. Sarah is seeking a solution to get the missing items as soon as possible to avoid disappointment and inconvenience.

Customer 4: Mike noticed a billing discrepancy on his credit card statement related to a recent purchase. He's a loyal customer and has never encountered such an issue before. Mike is concerned about the erroneous charges on his statement and is looking for a prompt resolution and clarification regarding the billing error.

Customer 5: Emily wants a refund for a dress she ordered online, but it doesn't fit as expected. The dress size was not in line with ShopSmart's sizing chart, and Emily wants to return the dress and receive a refund promptly. She's looking for a hassle-free return process and a full refund for the purchase.

Solution for the issue:

- A. Refund the extra charges
- B. Replacement or refund
- C. Immediate shipping of the missing items
- D. **Ensure a simple return process**
- E. Special offer for the next purchase

Answer: D

Explanation:

Q: How can Customer 5 Emily's issue be resolved?

Explanation:

A simple return process should be provided for Emily, including a prepaid return label and clear instructions to ensure a hassle-free return experience. [P 166-169]

NEW QUESTION # 169

James is a supply chain manager for ABC furniture manufacturing company. He is considering implementing reverse logistics practices to reduce waste and costs. Based on the scenario, which statement is most accurate?

- A. Reverse logistics is mainly focused on increasing waste and costs.
- B. Furniture manufacturers do not consider environmental impacts.
- C. Reverse logistics programs are unnecessary for furniture manufacturers.
- D. Reverse logistics is viewed as a cost center requiring cost control and waste reduction.

Answer: D

Explanation:

Reverse logistics is often treated as a cost center, necessitating cost management and efficiency. [P-142]

NEW QUESTION # 170

Which of the following is NOT a way in which reverse logistics creates value for organizations?

- A. Reducing customer satisfaction and loyalty
- B. Increasing product life cycles
- C. Recovering value from used/returned goods
- D. Obtaining feedback for product improvements

Answer: A

Explanation:

Reverse logistics enhances customer satisfaction by addressing returns and repairs, rather than reducing loyalty. [P-139]

NEW QUESTION # 171

When selecting a location for logistics and supply chain operations, what are the key factors that an organization must consider? (Select all that apply)

- A. Proximity to transportation hubs
- B. Environmental impact
- C. Laws and regulations related to climate change
- D. Access to energy supply
- E. Number of retail points

Answer: A,B,D

Explanation:

Proximity to transportation hubs ensures efficient distribution and logistics operations.

Access to energy supply is critical for operational sustainability.

Environmental impact influences sustainability and regulatory compliance.

Laws and regulations related to climate change and number of retail points are not listed as key selection criteria. [P-26]

NEW QUESTION # 172

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