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APICS CSCP (Certified Supply Chain Professional) Certification Exam is a globally recognized certification for professionals in the field of supply chain management. Certified Supply Chain Professional certification is awarded by the Association for Supply Chain Management (ASCM), which is the largest non-profit association for supply chain management professionals. The CSCP certification is designed to provide professionals with the knowledge and skills necessary to manage global supply chains effectively. Certified Supply Chain Professional certification covers topics such as supplier and customer relations, logistics and transportation, demand planning, and inventory management. Certified Supply Chain Professional certification exam consists of three modules, each of which covers a specific area of supply chain management. Candidates who pass the exam are recognized as experts in their field and are expected to be able to apply their knowledge and skills to improve supply chain performance and reduce costs.

>> CSCP Detailed Answers <<

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To be eligible for the APICS CSCP Certification Exam, candidates must have a minimum of three years of relevant work experience or a bachelor's degree or equivalent experience. The work experience should be in the field of supply chain management or a related field. Additionally, candidates must pass the exam to earn the certification.

APICS Certified Supply Chain Professional Sample Questions (Q453-Q458):

NEW QUESTION # 453

Which statement best corresponds to Customer Relationship Management?

- A. company's face to the customer
- B. structure for working with customers and suppliers to develop products and bring them to market
- C. balance customer requirements with supply chain capabilities
- D. structure for how relationships with customers are developed and maintained

Answer: D

NEW QUESTION # 454

A firm supplies a single line of products to consumers using retail stores and on-line sales, distributors, and wholesalers. Currently the firm has common pricing and response times for sales in each sales channel.

Which of the following tools is most appropriate to employ to improve profitability?

- A. Customer segmentation
- B. Customer-facing ordering systems
- C. Supply Chain Operations Reference (SCOR)
- D. Customer relationship management (CRM)

Answer: A

Explanation:

Section: Fundamentals of Supply Chain Management

NEW QUESTION # 455

One of the difficulties in purchasing services is to:

- A. completely understand the service provider's supply chain.
- B. estimate the service provider's cost.
- C. measure the quality of services provided.
- D. be fully knowledgeable of the services provided.

Answer: C

Explanation:

Purchasing services presents unique challenges compared to purchasing tangible goods. One of the primary difficulties is measuring the quality of services provided. Unlike physical products, services are often intangible and can vary significantly based on the provider's performance, making it challenging to establish objective quality metrics. This subjectivity in service delivery requires robust monitoring and feedback mechanisms to ensure that the services meet the required standards consistently.

References

* Ellram, L. M., Tate, W. L., & Billington, C. (2007). Services supply management: The next frontier for improved organizational

performance. *California Management Review*, 49(4), 44-66.

* van der Valk, W., & Rozemeijer, F. (2009). Buying business services: towards a structured service purchasing process. *Journal of Services Marketing*, 23(1), 3-10.

NEW QUESTION # 456

Requirements for successful application of a demand-driven supply network include:

- A. supply provided by a single source.
- **B. demand synchronization between stakeholders.**
- C. safety stock determined jointly by suppliers and customers.
- D. automatic communications of data from point-of-sale (POS) terminals.

Answer: B

Explanation:

A demand-driven supply network relies on the synchronization of demand information between all stakeholders in the supply chain. This synchronization ensures that all parties have access to accurate and timely demand data, enabling better alignment of production, inventory, and distribution with actual market needs. Automatic communications from POS terminals, joint safety stock determinations, and single sourcing are important elements but do not capture the full scope of the collaborative alignment required for a demand-driven approach. The core requirement is that demand information is shared and utilized across the supply chain to drive operational decisions.

References:

- * Christopher, M. (2016). *Logistics & Supply Chain Management*. Pearson.
- * Chopra, S., & Meindl, P. (2016). *Supply Chain Management: Strategy, Planning, and Operation*. Pearson.

NEW QUESTION # 457

Which of the following actions would be most appropriate for an enterprise that has successfully integrated internal supply chain management systems and functions?

- **A. Working with key suppliers to reduce costs and lead times**
- B. Implementing a firewall to limit access to supply and demand data
- C. Focusing on reducing setup times
- D. Working with trading partners to reduce channel redundancies

Answer: A

Explanation:

Section: Supply Chain Strategy, Design, and Compliance

NEW QUESTION # 458

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