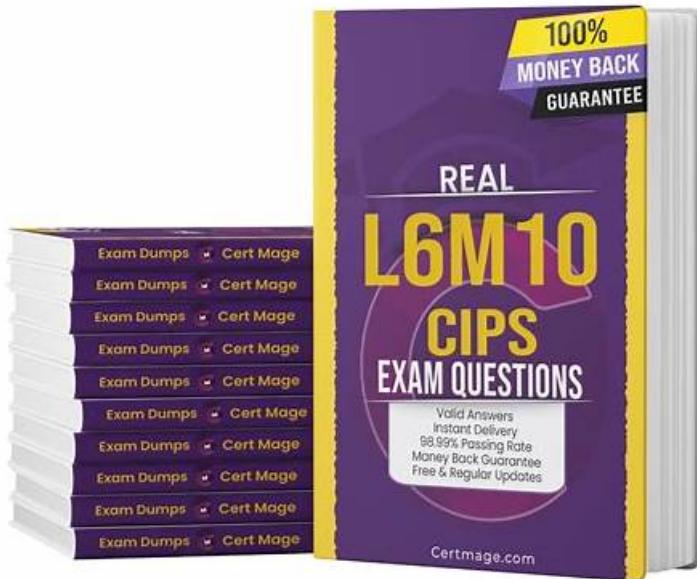


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CIPS L6M10 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">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.

Topic 4	<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.
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CIPS Global Logistics Strategy Sample Questions (Q82-Q87):

NEW QUESTION # 82

What IT capabilities do 3PLs need for reverse logistics?

- A. Phone communication
- B. **Cloud computing, EDI, ERP, RFID**
- C. Manual tracking
- D. Paper-based systems

Answer: B

Explanation:

Advanced IT systems enable real-time tracking and data sharing. [P-184]

NEW QUESTION # 83

Who sets reverse logistics goals?

- A. Customers
- B. **Senior management**
- C. Individual workers
- D. Suppliers

Answer: B

Explanation:

Senior management defines strategic priorities, including reverse logistics. [P-181]

NEW QUESTION # 84

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.

Q: What preventive measures will Mark take to address Customer 1 Jane's issue?

Answer Options:

- A. Enhanced quality control
- B. Ensure consistency with sizing charts
- C. Improved order fulfillment
- D. **Improved delivery tracking systems**
- E. Update billing procedures

Answer: D

Explanation:

To prevent similar late deliveries, ShopSmart should invest in enhanced delivery tracking systems to ensure timely deliveries in the future. [P 166-169]

NEW QUESTION # 85

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. **Reverse logistics is viewed as a cost center requiring cost control and waste reduction.**
- C. Furniture manufacturers do not consider environmental impacts.
- D. Reverse logistics programs are unnecessary for furniture manufacturers.

Answer: B

Explanation:

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

NEW QUESTION # 86

Who has the ultimate responsibility for setting meaningful goals for reverse logistics systems in the organization?

- A. Customers
- B. **Senior management**
- C. Individual workers
- D. Suppliers

Answer: B

Explanation:

Senior management holds ultimate responsibility for setting reverse logistics goals. [P-181]

NEW QUESTION # 87

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