

Sample Questions Chapter 4

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) The steps taken to move and store a product from the supplier stage to a customer stage in the supply chain are referred to as
A) retailing. B) transportation. C) wholesaling. D) distribution. 1) _____
- 2) Distribution is a key driver of the overall profitability of a firm because
A) it cannot be developed as a part of supply chain strategy.
B) the addition of distributors only adds cost to the supply chain.
C) it directly impacts both the supply chain cost and the customer experience.
D) it slows down the responsiveness of the supply chain. 2) _____
- 3) The probability of having a product in stock when a customer order arrives is
A) product availability. B) response time.
C) product variety. D) customer experience. 3) _____
- 4) The ability of the customer to track their order from placement to delivery is
A) order visibility. B) response time.
C) product availability. D) customer experience. 4) _____
- 5) As the number of facilities in a supply chain increases
A) the inventory and resulting inventory costs also increase.
B) the inventory increases and resulting inventory costs decrease.
C) the inventory decreases and resulting inventory costs increase.
D) the inventory and resulting inventory costs decrease. 5) _____
- 6) As the number of facilities in a supply chain increases, total facility costs
A) decrease. B) decrease to a point and then increase.
C) increase. D) increase to a point and then decrease. 6) _____
- 7) Which of the following is an advantage of manufacturer storage with direct shipping?
A) Supply chains save on the fixed cost of facilities, because the need for other warehousing space in the supply chain has been eliminated.
B) Order tracking is easy to implement because of the complete integration of information systems at both the retailer and the manufacturer.
C) Transportation costs are low because the average outbound distance to the end consumer is small and package carriers are used to shipping the product.
D) Response times tend to be small because the order has to be transmitted from the retailer to the manufacturer. 7) _____
- 8) Which distribution network design is similar to pure drop-shipping, except that pieces of the order coming from different locations are combined so that the customer gets a single delivery?
A) Manufacturer storage with direct shipping
B) Distributor storage with package carrier delivery
C) Distributor storage with manufacturer pickup
D) Manufacturer storage with direct shipping and in-transit merge 8) _____
- 9) Which of the following is an advantage of distributor storage with carrier delivery?
A) Higher cost to provide the same level of product availability as manufacturer storage.
B) Inventory cost is higher than with manufacturer storage.
C) Order visibility for the customer is easier than with manufacturer storage.
D) Product variety is lower than with manufacturer storage. 9) _____

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