

***Supply Chain Logistics Management 6th edition
Bowersox Test Bank***

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CORRECT ANSWERS ARE LOCATED IN THE 2ND HALF OF THIS DOC.

TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.

- 1) Enterprise administration and integration modules in an enterprise resource planning (ERP) system are not specifically designed for supply chain applications.
 - ☐ true
 - ☐ false
- 2) Customer relationship management (CRM) systems are designed to enable information sharing among customers, sales team members and operations management employees.
 - ☐ true
 - ☐ false
- 3) Supply chain compliance is part of the enterprise operations system components in an enterprise resource planning (ERP) system.
 - ☐ true
 - ☐ false
- 4) Certification of raw material suppliers and production processes is an example of risk mitigation.
 - ☐ true
 - ☐ false
- 5) Blockchain increases security for supply chains but reduces supply chain transparency.
 - ☐ true
 - ☐ false
- 6) Indicating which incoming vehicle to unload next is a function of the yard management system (YMS).
 - ☐ true
 - ☐ false
- 7) The base of the supply chain information system (SCIS) triangle is the transaction system.
 - ☐ true
 - ☐ false

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

- 8) Transaction systems are characterized by all of the following EXCEPT:
- A) formalized business processes.
 - B) a small number of transactions.
 - C) a large volume of transactions.
 - D) an operational, day-to-day focus.
- 9) The supply chain information system functionality pyramid has which of the following at its base?
- A) Formalized business processes
 - B) Management control
 - C) A strong transaction system
 - D) Vehicle routing and scheduling
- 10) Most supply chain information system (SCIS) development and implementation is now focused on what?
- A) Formalized business processes
 - B) A low volume of transactions
 - C) A large volume of transactions
 - D) Enhanced supply chain system integration and improved decision-making
- 11) An integrated corporate-wide database is sometimes also referred to as a(n) _____ .
- A) ERP system
 - B) data warehouse
 - C) legacy system
 - D) general ledger
- 12) The human resources module of the ERP systems tracks what?
- A) Personnel profiles and their activity levels
 - B) The functions for invoice collection
 - C) The supply chain's ability to measure, monitor and report cost
 - D) The timing and location of supply chain value-added processes
- 13) Customer relationship management (CRM) systems are applications designed to facilitate information sharing between all of the following EXCEPT:
- A) customers.
 - B) sales force members.
 - C) operations management employees.
 - D) stockholders.

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- 14) _____ is the hardware and software that facilitates information exchange between the systems and physical infrastructures within the firm and between supply chain partners.
- A) Communication technology
 - B) Blockchain
 - C) Consumer connectivity
 - D) Reverse logistics
- 15) The pharmaceutical industry is highly affected by counterfeiting because of the _____ value of products and _____ of falsifying raw material.
- A) high; ease
 - B) high; difficulty
 - C) low; ease
 - D) low; difficulty
- 16) All of the following are benefits of blockchain EXCEPT which one?
- A) Better security
 - B) Increased innovation
 - C) Decreased scalability
 - D) Enhanced transparency
- 17) Block chain is an example of improved _____ which increases security and transparency.
- A) Strategic planning
 - B) Consumer connectivity
 - C) Communications technology
 - D) Decision analysis
- 18) Material sourcing, quality, reliability and financial stability are elements of:
- A) supply chain risk.
 - B) supply chain uncertainty.
 - C) supply chain communications.
 - D) supply chain technology.
- 19) Capacity, visibility, consistency and tracking are elements of:
- A) supply chain risk.
 - B) supply chain uncertainty.
 - C) supply chain communications.
 - D) supply chain technology.

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20) The warehouse management system (WMS) manages all of the following transaction types EXCEPT:

- A) Inventory storage
- B) Inventory retrieval
- C) Product shipping
- D) Vehicle movements

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Answer Key

Test name: Chapter 02

- 1) TRUE
- 2) TRUE
- 3) FALSE
- 4) TRUE
- 5) FALSE
- 6) TRUE
- 7) TRUE
- 8) B
- 9) C
- 10) D
- 11) B
- 12) A
- 13) D
- 14) A
- 15) A
- 16) C
- 17) C
- 18) A
- 19) B
- 20) D

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