

Part I (5pts)

Question 1-20: Choose the most suitable answer.

1. LASH means:

- A. Lighter Aboard Ship
- B. Heavy Ship
- C. Management System
- D. Control System

2. SCM means:

- A. Supply Chain Management
- B. Logistics Tax Management
- C. Transportation Management
- D. Cargo Tracking System

3. A type of logistics costing

- A. Consumer costing
- B. Employee costing
- C. Activity costing
- D. Tax costing

4. 4PL means:

- A. Fourth Party Logistics
- B. Three Party Logistics
- C. Logistics Network
- D. Inbound Logistics

5. LSP means

- A. Logistics Network Platform
- B. Supply Chain Provider
- C. Cargo System Provider
- D. Logistics Service Provider

6. The fastest and most costly mode of transport.

- A. Water transport
- B. Air transport
- C. Ropeways
- D. railway transport

7. RO-RO concept means:

- A. Roll On - Roll Off
- B. Get On - Get Off

- C. Turn On - Turn Off
- D. Take On – Take Off

8. A kind of transportation where no empty wagons or containers are bought back:

- A. Rail
- B. Road
- C. Pipeline
- D. Water

9. Water transportation are also called:

- A. roal transportation
- B. railway transportation
- C. air transportation
- D. maritime transportation

10. MTO means:

- A. Multiple Transport System
- B. Multimodal Transport Operator
- C. Cargo Tracking System
- D. Logistics Operator

11. The major benefits of efficient logistics operations can be:

- A. Improved cash flow and cost savings by centralizing inventory management and
- B. Faster order fulfilment by relying on a global transportation network.
- C. Flexibility to change distribution patterns for new products based on ever-changing customer demands
- D. All of above

12. Inbound Logistics involves

- A. the storage and movement of the final product and the related information flows from the end of the production line to the end user
- B. the activities of receiving, storing, and distributing raw materials for use in production.
- C. the production and movement of the final product
- D. the activities of storing raw materials for use in production

13. Some advantages of effective inbound logistics service can be:

- A. Product picking and packing prior to export
- B. Temporary storage prior to shipping
- C. Consolidation of goods prior to shipping that helps eliminate costly part shipments.
- D. All of above

14. Outbound Logistics involves

- A. the storage and movement of the final product and the related information flows from the end of the production line to the end user.
- B. the activities of receiving, storing, and distributing raw materials for use in production.
- C. the production and movement of the final product.

D. the activities of storing raw materials for use in production.

15. Recently, IT developments have forced a change to the _____ as customers now demand and receive online cargo tracking and complete transparency of operations through the integration of systems

- A. package service
- B. payment service
- C. overall service provision
- D. overall handling service

16. Value in Outbound Logistics is obtained through ...

- A. reducing transit time
- B. eliminating unnecessary or excessive stocks
- C. providing customers with additional benefits
- D. All of above

17. Inbound and outbound systems share some common activities in

- A. transportation, inventory, payment
- B. transportation, inventory, warehousing, materials handling
- C. warehousing, materials handling, manufacturing
- D. warehousing, materials handling, custom clearance

18. A supply chain can be defined as ...

- A. a system of organizations, technology, activities, information and resources involved in moving a product or service to supplier.
- B. a system of organizations, people, technology, activities, information and resources involved in moving a product or service from supplier to customer.
- C. a system of activities and information involved in moving a product or service from supplier to customer.
- D. a system of organizations, people, technology, activities, information and resources involved in manufacturing a product or service in a company.

19. The supply chain segment involved with getting the finished product from the manufacturer to the consumer is known as the...

- A. customer service
- B. manufacturing operation
- C. distribution channel
- D. service provision

20. It should be noted that every supply chain starts and ends with the ...

- A. customer
- B. supplier
- C. manufacturer

D. logistician

Part II (2.5 pts)

Question 1-10: Match the words in column A with suitable attributes in column B.

| A | B |
|----------------|-------------------|
| 21. perishable | A) distance |
| 22. pipeline | B) route |
| 23. road | C) services |
| 24. short | D) destination |
| 25. bulky | E) transportation |
| 26. commercial | F) merchandise |
| 27. final | G) cargo |
| 28. large | H) terminal |
| 29. maritime | I) quantities |
| 30. airline | K) vessel |

PART III (2.5 pts)

Question 31-40: Choose suitable words to complete the letter.

Dear Sirs,

Our Purchase Order No 5577L.

We have received the documents and taken (31)_____of above order which arrived in Riga on the M.V. Rosemary. We regret to (32) _____ you that on checking the (33) _____ we found out that the spare parts in crate No 5 were in an unsatisfactory (34)_____. This may cause us some (35) _____ when we use them in our operation. You will appreciate that we are unable to install the defective parts in our equipment. This, in turn, has caused (36)_____ in delivery to our (37)_____. We therefore need 500 replacements in (38)_____ condition immediately. The replacement should (39)_____ to us before the end of next week. If there is any further repetition of this we will be forced to look for an alternative (40)_____.

Yours faithfully,

G. Smith

- | | | | |
|-----------------|---------------|---------------|----------------|
| 31. A. delivery | B. deliver | C. delivering | D. delivered |
| 32. A. inform | B. have | C. read | D. call |
| 33. A. people | B. test | C. goods | D. logistician |
| 34. A. people | B. document | C. condition | D. activity |
| 35. A. problems | B. products | C. pleasure | D. work |
| 36. A. delays | B. advantages | C. management | D. information |
| 37. A. vehicles | B. freight | C. cargo | D. customers |

38. A. *perfect*

B. *bad*

C. *unsatisfactory*

D. *unclear*

39. A. *start*

B. *demand*

C. *arrive*

D. *end*

40. A. *port*

B. *carrier*

C. *warehouse*

D. *supplier*

Part I (2.5 pts)

Question 1-10: Match the words in column A with suitable attributes in column B.

| A | B |
|--------------------|----------------|
| 1. customer | A) management |
| 2. product | B) logistician |
| 3. cost | C) channel |
| 4. inventory | D) network |
| 5. experienced | E) savings |
| 6. customs | F) range |
| 7. supply | G) services |
| 8. transportation | H) process |
| 9. distribution | I) duties |
| 10. re-engineering | K) chain |

Part II (5pts)

Question 11-30: Choose the most suitable answer.

11. Logistics can be defined as ...

- A. the management of the flow of goods, information and other resources, energy and people.
- B. the management of the movement of passengers and finished products outside the factories.
- C. The management of activities occurring inside the factories.
- D. The management of activities occurring outside the factories.

12. Where do Logistics activities occur?

- A. before the point of origin
- B. after the point of consumption
- C. between the point of origin and the point of consumption.
- D. None of above

13. Logistics involves the integration of ...

- A. information, transportation, inventory
- B. information, warehousing, material handling, packaging
- C. information, transportation, inventory, warehousing, material handling, packaging and security.
- D. information, transportation, inventory, warehousing, material handling, product manufacturing, packaging and security.

14. Logistics management involves...

- A. planning, implementing, and controlling the efficient flow and storage of goods, services and related information

- B. agreeing, negotiating and informing efficient flow and storage of goods, services and related information
- C. checking and informing efficient flow and storage of goods, services and related information
- D. planning, implementing, and controlling vehicles.

15. Logistics may have an internal focus which is called....., or external focus which is called

- A. Inbound Logistics – Outbound Logistics
- B. Outbound Logistics – Inbound Logistics
- C. Inside Logistics – Outside Logistics
- D. Outside Logistics – Inside Logistics

16. Supply Chain performs the function of...

- A. transformation of these materials
- B. procurement of materials, distribution of these finished products to customers, manufacturing of products, support of delivery and selling products to customers.
- C. procurement of materials, transformation of these materials into intermediate and finished products, and the distribution of these finished products to customers.
- D. None of above

17. What is the relationship between Logistics management and supply chain management?

- A. Supply chain management is part of *Logistics management*.
- B. *Logistics management* is part of supply chain management.
- C. *There is no relationship between Logistics management and supply chain management.*
- D. None of above

18. One of factors in Logistics re-engineering is...

- A. *the nature of the product*
- B. *The quality of the product*
- C. *The cost of the product*
- D. *All of above*

19. Who are Logisticians?

- A. A professional working in the field of manufacturing
- B. A professional working in the field of logistics management
- C. Anyone working in the field of logistics management
- D. Anyone working in the field of manufacturing

20. Logistics has been performed since ...

- A. the 16th century
- B. the 17th century

- C. the 18th century
- D. the beginning of civilization

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- B. Three Party Logistics
- C. Logistics Network
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25. LSP means

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- B. Supply Chain Provider
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26. The fastest and most costly mode of transport.

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- B. Air transport
- C. Ropeways
- D. railway transport

27. RO-RO concept means:

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28. A kind of transportation where no empty wagons or containers are bought back:

- A. Rail B. Road C. Pipeline D. Water

29. Water transportation are also called:

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B. railway transportation
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30. MTO means:

- A. Multiple Transport System
B. Multimodal Transport Operator
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PART III (2.5 pts)

Question 31-40 Fill in the gaps using suitable words from the box below.

| | | | | |
|---------------|-------------------|---------------|--------------|----------------|
| A. excellence | B. responsiveness | C. categories | D. inventory | E. safety |
| F. management | G. costs | H. sites | I. core | K. performance |

INVENTORY

The inventory, along with transportation, the location of the manufacturing 31) _____ and warehouses represent an important factor that influences the 32) _____ of the supply chain. 33) _____ contains the raw materials, the work in process and all the finished products of a supply chain. The changes of the inventory policies can lead to a dramatic change of the supply chain's efficiency and 34) _____. Logisticians have to identify the main 35) _____ of inventory and the way that they can be controlled. In every company we can identify cycle inventory, 36) _____ inventory and seasonal inventory. Traditionally, in the management of supply chain processes, inventory 37) _____ is challenging because it directly impacts both costs and service. Effective inventory management is at the 38) _____ of supply chain management 39) _____. Inventory 40) _____ are the costs related to storing and maintaining its inventory over a certain period of time.

Part I (2.5 pts)

Question 1-10: Match the words in column A with suitable attributes in column B.

| A | B |
|------------------|---------------------|
| 1. courier-type | A) invoice |
| 2. international | B) insurance |
| 3. commercial | C) list |
| 4. packing | D) costs |
| 5. additional | E) freight |
| 6. ocean | F) responsibilities |
| 7. main | G) trade |
| 8. Cargo | H) shipments |
| 9. supply | I) chain |
| 10. raw | K) materials |

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D. the activities of storing raw materials for use in production

23. Some advantages of effective inbound logistics service can be:

- A. *Product picking and packing prior to export*
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- C. *Consolidation of goods prior to shipping that helps eliminate costly part shipments.*
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24. Outbound Logistics involves

- A. *the storage and movement of the final product and the related information flows from the end of the production line to the end user.*
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25. Recently, IT developments have forced a change to the _____ as customers now demand and receive online cargo tracking and complete transparency of operations through the integration of systems

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- B. *payment service*
- C. *overall service provision*
- D. *overall handling service*

26. Value in Outbound Logistics is obtained through ...

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- C. *a system of activities and information involved in moving a product or service from supplier to customer.*

D. a system of organizations, people, technology, activities, information and resources involved in manufacturing a product or service in a company.

29. The supply chain segment involved with getting the finished product from the manufacturer to the consumer is known as the...

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- B. supplier
- C. manufacturer
- D. logistician

PART III (2.5 pts)

Question 31-40 Fill in the gaps using suitable words from the box below.

| | | | | |
|-----------|---------------|-----------|-------------|-------------|
| A. safety | B. profession | C. goods | D. overtime | E. managers |
| F. skills | G. duties | H. office | I. staff | K. orders |

Warehouse Logistics Manager

A warehouse manager has many 31) _____. He/she is responsible for the following operations:

- Processing 32) _____
- Organizing the dispatch and delivery of 33) _____
- Ensuring goods are stored safely
- Keeping staff fully trained
- Maintaining health and 34) _____ standards
- Keeping accurate records
- Managing timesheets, etc.

Warehouses are often open 24 hours a day, seven days a week so shift work is very common in this 35) _____ and managers may work some weekends and evenings. Hours are usually 37 hours per week but there's often the opportunity for 36) _____.

Managers will spend some of their time in the 37) _____ and some of their time out on the shop floor overseeing 38) _____. They must be in touch with other 39) _____.

_____ in the production chain to ensure the management of goods is well coordinated. They manage a team of people, so good communication and leadership 40)
_____ are necessary for this job.

