

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

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29. Water transportation are also called:

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30. MTO means:

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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

Part II (5pts)

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- 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.

