



Exam Name - Certified Supply Chain Manager (CSCM)®

Exam Code - CSCM-001

Sample Exam

1. What way does the supply chain improve customer satisfaction?

- A. Creating value
- B. Increasing production times
- C. Increasing costs
- D. Delaying shipping

Answer: A

2. What is customer satisfaction an indicator of?

- A. Decentralized operations
- B. Expensive technology
- C. Speedy production
- D. Collaborative success

Answer: D



3. Upstream goods flow in which direction?

- A. From the customer to the intermediate firm
- B. From the intermediate firm to the producers
- C. From the producers to the intermediate firm
- D. From the distributor to the customer

Answer: B

4. What is a type of forecasting used in supply chains?

- A. Quantitative
- B. Technical
- C. Weather
- D. Environmental

Answer: A

5. What does the term inventory not include?

- A. Sold goods
- B. Dead stock
- C. Seasonal stock
- D. Promotional items

Answer: D



6. _____ is an important factor about high inventory levels?

- A. They relate to deflation
- B. They relate to inflation
- C. They are easy to manage
- D. They are minimal assets

Answer: B

7. What is the difference between a quote and an RFP?

- A. RFPs are short documents
- B. RFPs provide simple pricing
- C. RFPs meet the requirements of the requestor
- D. RFPs include detailed supporting and technical documentation

Answer: D

8. A service industry may have which policy?

- A. A return policy
- B. A cancellation policy
- C. A warranty for defective parts
- D. A replacement policy

Answer: B

9. What is strategic level management?

- A. Relating business practices to enterprise-wide goals
- B. Managing alliances with supply partners
- C. Managing production
- D. Controlling inventory levels

Answer: B



10. Which of the following best describes the time needed to prepare and process requests through the normal process?

- A. Cross-Docking
- B. Logistics
- C. Distribution
- D. Lead time

Answer: D

11. True or False: LIFO describes a type of inventory management where the newest inventory is distributed first.

- A. True
- B. False

Answer: A