

Question 1

Turnover rates for expatriate workers currently range between 20% and 40%. [True or False?]

Answer: <https://biology-forums.com/index.php?topic=1820891>

Question 2

As a general rule, labeling requirements and enforcement tend to be more stringent in ____ countries than in ____ countries.

- a. larger; smaller
- b. economically developing; economically developed
- c. economically developed; economically developing
- d. smaller; larger

Answer: <https://biology-forums.com/index.php?topic=1820997>

Question 3

The balanced scorecard is based on the belief that management should evaluate their business from five different perspectives. [True or False?]

Answer: <https://biology-forums.com/index.php?topic=1820478>

Question 4

Satisfactory service recovery tends to increase a customer's willingness to recommend the offending organization; unsatisfactory service recovery magnifies the initial failure. [True or False?]

Answer: <https://biology-forums.com/index.php?topic=1820768>

Question 5

With FOB destination, freight prepaid:

- a. The seller pays the freight charges, but the buyer owns the goods in transit
- b. The seller pays the freight charges, and also owns the goods in transit
- c. The buyer pays the freight charges and owns the goods in transit
- d. The buyer pays the freight charges, but the seller owns the goods in transit

Answer: <https://biology-forums.com/index.php?topic=1821145>

Question 6

"Timely" information can refer to its nature and quality. [True or False?]

Answer: <https://biology-forums.com/index.php?topic=1820403>

Question 7

A ____ strategy entails an organization developing a product and/or service that offers unique attributes that are valued by customers and that the customer perceives to be distinct from competitor offerings.

- a. Focus
- b. Differentiation
- c. Value enhancement
- d. Market orientation

Answer: <https://biology-forums.com/index.php?topic=1820430>

Question 8

Activities that can be controlled by a warehouse management system include inventory management, determination of storage locations, and order shipping. [True or False?]

Answer: <https://biology-forums.com/index.php?topic=1820407>

Question 9

____ strategy is focused on determining the goals for the company, the types of businesses in which the company should compete, and the way the company will be managed.

- a. Functional-level
- b. Business unit-level
- c. Divisional-level
- d. Corporate-level

Answer: <https://biology-forums.com/index.php?topic=1820428>

Question 10

It might not be unusual for cargo handlers in some countries to be illiterate. [True or False?]

Answer: <https://biology-forums.com/index.php?topic=1821256>

Question 11

_____ act as the export sales department for a manufacturer.

- a. International freight forwarders
- b. Shippers associations
- c. Export management companies
- d. Export trading companies

Answer: <https://biology-forums.com/index.php?topic=1821234>

Question 12

In the United States, the vast majority of pallets are made of:

- a. Plastic
- b. Wood
- c. Metal
- d. Fiberboard

Answer: <https://biology-forums.com/index.php?topic=1821011>

Question 13

Research indicates a positive benefit to aligning functional strategies such as marketing or logistics with the overall corporate strategy. [True or False?]

Answer: <https://biology-forums.com/index.php?topic=1820460>

Question 14

Approximately _____ percent of companies have formal requirements that address sweatshop labor.

- a. 30
- b. 20
- c. 10
- d. 5

Answer: <https://biology-forums.com/index.php?topic=1820852>

Question 15

Which of the following statements about EDI is not true?

- a. EDI can have high setup costs
- b. EDI can result in increased inventory carrying costs
- c. EDI can lead to increased billing accuracy
- d. The Internet is likely a complement to, rather than substitute for, EDI

Answer: <https://biology-forums.com/index.php?topic=1820361>

Question 16

Partnerships are part and parcel of transactional exchanges. [True or False?]

Answer: <https://biology-forums.com/index.php?topic=1820599>

Question 17

_____ refers to the buying and controlling of transportation services by either a shipper or consignee.

- a. Transportation management
- b. Logistics management
- c. Routing
- d. Outsourcing
- e. None of the above

Answer: <https://biology-forums.com/index.php?topic=1821131>

Question 18

What is a fourth-party logistics provider?

- a. a third-party logistics provider that has been in existence for at least 25 years
- b. a third-party logistics provider that has achieved ISO 9000 certification
- c. a logistics intermediary that specializes in one logistics activity (e.g., transportation, warehousing)
- d. a company that ensures that various 3PLs are working toward the relevant supply chain goals and objectives

Answer: <https://biology-forums.com/index.php?topic=1820579>

Question 19

Which of the following is not a potential challenge of using procurement cards (p-cards) in non-domestic markets?

- a. Currency differences
- b. Cultural issues
- c. Difference in card acceptance policies
- d. Availability of technology
- e. All of the above are challenges

Answer: <https://biology-forums.com/index.php?topic=1820631>

Question 20

Which forecasting technique tends to be appropriate when there is little or no historical data?

- a. exponential smoothing
- b. judgmental
- c. time series
- d. cause and effect

Answer: <https://biology-forums.com/index.php?topic=1820705>

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