

Logistics and Supply Chain Management Review

Business Management · Answer Key · 23 Questions

1. What is the definition of Logistics?

- A) The entire healthcare system.
- B) The planning, implementation, and control of the efficient movement and storage of goods, services, and related information from the point of origin to the point of consumption to satisfy customer requirements.**
- C) The ambulance that moves patients between locations.
- D) The process of creating products.

2. What does Logistics ensure for a business?

- A) That all employees are happy.
- B) That everything needed reaches the right place, at the right time, in the right quantity, and in good condition.**
- C) That marketing campaigns are successful.
- D) That competitors are outmaneuvered.

3. How is Supply Chain Management described in comparison to Logistics?

- A) Logistics is the bigger picture, and Supply Chain is a component.
- B) Supply Chain Management covers the entire business network, while Logistics focuses on movement and storage.**
- C) Logistics is strategic, and Supply Chain is operational.
- D) They are the same concept.

4. Which of the following is a component of Supply Chain Management but not necessarily Logistics?

- A) Transportation
- B) Warehousing
- C) Purchasing**
- D) Inventory Handling

5. Every logistics activity is part of the _____, but not every _____ activity is logistics.

- A) production, marketing
- B) inventory, sales
- C) supply chain, supply chain**
- D) logistics, logistics

6. Which of the following is NOT listed as an importance of Logistics in Hospitality?

- A) Improves Customer Satisfaction
- B) Reduces Costs
- C) Increases Employee Benefits**
- D) Prevents Stockouts

7. Poorly scheduled deliveries in hotels can lead to:

- A) Increased customer loyalty
- B) Higher profit margins
- C) Thousands of pesos worth of spoiled food**
- D) More efficient operations

8. Fast delivery can improve competitive advantage by creating:

- A) More complex supply chains
- B) Happier customers**
- C) Higher storage costs
- D) Reduced waste

9. What is the first of the Seven Rights of Logistics?

- A) The Right Place
- B) The Right Time
- C) The Right Product**
- D) The Right Quantity

10. Ensuring products arrive fresh, clean, safe, and undamaged refers to which of the Seven Rights of Logistics?

- A) The Right Condition**
- B) The Right Cost
- C) The Right Customer
- D) The Right Place

11. Which of the Seven Rights of Logistics states that the delivery should be neither too much nor too little?

- A) The Right Time
- B) The Right Quantity**
- C) The Right Product
- D) The Right Condition

12. Achieving all logistics objectives efficiently and economically relates to:

- A) The Right Condition
- B) The Right Cost**
- C) The Right Place
- D) The Right Customer

13. Which logistics activity involves moving products from one location to another?

- A) Warehousing
- B) Inventory Management
- C) Transportation**
- D) Packaging

14. Storing products until they are needed is the function of:

- A) Order Processing
- B) Warehousing**
- C) Material Handling
- D) Transportation

15. What does Inventory Management refer to?

- A) The process of packing goods.
- B) The items a business keeps in stock.**
- C) The movement of products within a facility.
- D) The system for receiving customer orders.

16. Protecting products during transportation is the primary role of:

- A) Warehousing
- B) Inventory Management
- C) Packaging**
- D) Order Processing

17. Moving products within a facility is described as:

- A) Transportation
- B) Order Processing
- C) Material Handling**
- D) Packaging

18. When does Order Processing begin?

- A) When products are packed.
- B) When a customer places an order.**
- C) When products arrive at the warehouse.
- D) When products are shipped.

19. Logistics is described as an 'Operational' function, while Supply Chain Management is described as:

- A) Strategic**
- B) Tactical
- C) Financial
- D) Informational

20. Which of the Seven Rights of Logistics ensures that the correct item requested by the customer is delivered?

- A) The Right Place
- B) The Right Time
- C) The Right Product**
- D) The Right Customer

21. The 'Right Place' in logistics refers to:

- A) The most convenient location for the business.
- B) The location where the product is manufactured.
- C) The correct destination for the delivery.**
- D) The storage facility.

22. Avoiding delays is crucial for which of the Seven Rights of Logistics?

- A) The Right Quantity
- B) The Right Condition
- C) The Right Time**
- D) The Right Cost

23. Delivering to the intended recipient is the definition of:

- A) The Right Product
- B) The Right Place
- C) The Right Customer**
- D) The Right Quantity