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Logistics Management

CIPS L5M10

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Topic Break Down

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Topic 1, Understand the strategic role of logistics in supply chain management	9
Topic 2, Understand the planning and implementation of logistics operations	46
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QUESTION NO: 1

A distributor wants to improve the environmental performance of its transport operation without reducing delivery reliability. Which of the following actions can support this objective? Select THREE.

- A. Improving vehicle load utilisation
- B. Planning routes to reduce unnecessary mileage
- C. Consolidating compatible customer deliveries
- D. Dispatching partially loaded vehicles whenever possible
- E. Extending promised delivery lead times without customer agreement

ANSWER: A B C

Explanation:

Improving vehicle load utilisation, planning routes to reduce unnecessary mileage and consolidating compatible deliveries can all reduce fuel use and emissions per unit delivered while maintaining service performance. These actions improve the efficiency of existing transport capacity by reducing empty space, duplicate journeys and avoidable distance travelled.

Dispatching partially loaded vehicles whenever possible is unlikely to improve environmental performance because it reduces load utilisation and can increase the number of trips required. Extending delivery lead times without agreement may reduce transport cost in some cases, but it does not meet the stated requirement to preserve delivery reliability. Environmental improvement should be integrated with the customer-service requirement, not pursued in isolation.

QUESTION NO: 2

“Pick and Pack” is a warehouse management system (WMS) functionality detailing how items should be picked to fulfil customer orders. Which of the following are types of pick paths that can be programmed into a WMS? Select THREE

- A. Line picking
- B. Zone picking
- C. Wave picking
- D. Rotation picking
- E. Batch picking

ANSWER: B C E

Explanation:

Zone picking, wave picking and batch picking are established warehouse order-picking strategies that a WMS can configure and control. Zone picking divides the warehouse into defined areas, assigning pickers to particular zones. This supports efficient travel, familiar working areas and scalable fulfilment, while the WMS coordinates the resulting order components for consolidation and packing.

Wave picking releases groups of orders to the warehouse at planned times, often aligned with carrier cut-offs, delivery routes, shift capacity or dispatch schedules. The WMS uses the wave to prioritise and sequence work so that picking activity is synchronised with downstream packing and shipping operations.

Batch picking combines the demand from multiple orders into a single picking tour, typically where several orders require the same or nearby stock-keeping units. The WMS records the picked quantities and directs subsequent sorting or put-to-order activity, reducing repeated travel to the same locations. These strategies are therefore practical WMS-configurable methods for directing fulfilment work and improving labour and travel efficiency. Oracle describes wave and batch-oriented fulfilment controls in its [Warehouse Management documentation](#), while broader warehouse order-picking concepts are summarised by [Mecalux's order-picking guide](#).

QUESTION NO: 3

A distribution manager wants to measure whether customer orders are delivered on time and in full. Which data are required to calculate this KPI reliably? Select THREE.

- A. The agreed delivery date or time window
- B. The customer's annual turnover
- C. The actual delivery confirmation
- D. The quantity ordered compared with the quantity delivered
- E. The vehicle's fuel consumption

ANSWER: A C D

Explanation:

The agreed delivery date or time window, the actual delivery confirmation and the quantity ordered compared with the quantity delivered are required to calculate on-time, in-full performance. The agreed commitment provides the standard against which delivery is assessed, proof of delivery establishes when the delivery occurred, and quantity information determines whether the order was complete. Invoice value and vehicle fuel use may support other performance analyses, but they do not establish whether an individual order met the OTIF requirement.

QUESTION NO: 4

Which of the following is a type of 2D barcode that can hold large amounts of data and is commonly used by airlines for boarding passes?

- A. UPC
- B. PDF417
- C. Codabar
- D. QR Code

ANSWER: B

Explanation:

PDF417 is the correct answer. It is a two-dimensional, stacked linear barcode symbology designed to encode substantially more information than conventional one-dimensional barcodes. Its data capacity, error-correction capability and support for varied data types make it suitable where a machine-readable document must carry a relatively rich data set in a compact printed format. These characteristics led to its use in transport and identification applications, including airline boarding-pass formats and bar-coded boarding documents. In logistics management, the relevant principle is selecting an automatic-identification technology whose capacity and reliability match the operational information requirement. A PDF417 symbol can carry passenger and flight-related information while remaining readable by compatible scanners, supporting efficient processing at check-in, security and boarding points. The International Air Transport Association's Bar Coded Boarding Pass standard identifies PDF417 among the symbologies associated with bar-coded boarding-pass implementation. PDF417 is specified in the ISO/IEC 15438 standard, which defines its symbol structure and decoding requirements. Further technical background is available from [ISO's PDF417 standard page](#), while airline boarding-pass implementation guidance is available through [IATA's Bar Coded Boarding Pass programme](#).

QUESTION NO: 5

Various business functions complete different controlling activities. Which control activity would be completed by the Distribution function?

- A. Purchasing contract analysis
- B. Quality control
- C. Developing warehouse budgets
- D. Monitoring and controlling deliveries

ANSWER: D

Explanation:

Monitoring and controlling deliveries is a core distribution control activity because distribution is responsible for ensuring that finished goods move from the organisation, warehouse, or distribution centre to the agreed customer or destination efficiently and reliably. This includes tracking dispatches and delivery status, checking performance against promised delivery dates and service levels, managing transport exceptions or delays, and expediting action where necessary. Effective delivery control provides operational information that supports customer service, cost control, and corrective action with carriers or internal transport resources. Performance measures commonly used in this activity include on-time delivery, delivery-in-full performance, transit time, damage rates, and proof-of-delivery completion. In logistics management, distribution therefore extends beyond arranging a shipment: it requires ongoing visibility and control of outbound order fulfilment until delivery has been completed. This aligns with the wider supply-chain emphasis on measuring and improving delivery reliability and responsiveness. The Chartered Institute of Procurement & Supply describes logistics as involving the effective movement and storage of goods across the supply chain; delivery monitoring is an essential control within that responsibility. See [CIPS: Logistics and supply chain management](#) and [ASCM: Planning and inventory management](#).

QUESTION NO: 6

RFID tags are commonly used in warehousing to improve speed and accuracy. Which of the following functions can RFID technology complete?

- A. Track and trace
- B. Demand planning
- C. Logistics
- D. Storage

ANSWER: A

Explanation:

RFID technology can complete **Track and trace** functions by identifying tagged items automatically and capturing their movements through defined points in a warehouse or wider supply chain. An RFID system consists of a tag, reader and supporting software; the reader uses radio waves to obtain the tag's unique identifier without the direct line-of-sight scanning normally required for a barcode. This enables rapid, accurate recording of events such as receipt, put-away, stock movement, picking, dispatch and asset location. The resulting data can update warehouse-management records and provide visibility of an item's status and journey, helping teams investigate exceptions, improve inventory accuracy and maintain traceability.

Both passive and active RFID tags may support this purpose, depending on the operational requirement. Passive tags are commonly read when they enter a reader's range, whereas active tags can support more continuous location monitoring over larger areas. In either case, the core warehouse application is the automated identification and tracking of physical goods. GS1 explains RFID as a technology for automatically identifying and tracking tagged objects: [GS1 EPC/RFID standards](#). Further practical guidance on RFID implementation and its supply-chain uses is available from [NIST](#).