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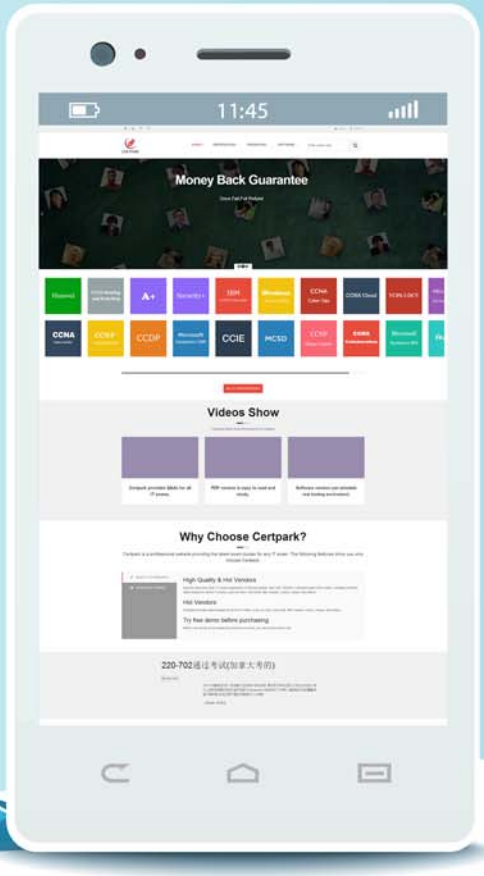

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Exam : CTSC

Title : Certified in Transformation for Supply Chain (CTSC)

Version : DEMO

1.A manufacturing company has identified a bottleneck in the production process that is affecting product quality and customer satisfaction.
Which of the following total quality management (TQM) principles would be most relevant to address this issue?
A. Employee involvement
B. Continuous improvement
C. Process management
D. Leadership
Answer: B
Explanation:
Continuous improvement is a TQM principle that involves constantly seeking ways to enhance the quality of products, services, and processes by reducing waste, errors, and defects. A bottleneck in the production process is a sign of inefficiency and poor quality that can be improved by applying various tools and techniques such as lean, Six Sigma, Kaizen, or PDCA.

2.Designing the supply chain to enable the overall business strategy can also mean:
A. viewing the organization's supply chain as a strategic asset.
B. developing an end-to-end process architecture.
C. designing the organization for performance.
D. building the right collaborative model.
Answer: A
Explanation:
Designing the supply chain to enable the overall business strategy can also mean viewing the organization’s supply chain as a strategic asset, because this implies that the supply chain is not just a cost center, but a source of competitive advantage and value creation for the organization and its customers. A strategic asset is something that is rare, valuable, difficult to imitate, and hard to substitute, and that contributes to the organization’s performance and goals. By viewing the supply chain as a strategic asset, the organization can leverage its supply chain capabilities to differentiate itself from competitors, meet customer needs and expectations, and achieve operational excellence and innovation.

3.Which of the following trends is a driver for change in agile operations execution?
A. Research and development (R&D) cycles are fast and inexpensive.
B. Products are becoming less complex and using less raw materials.
C. Product labeling is becoming more enhanced, including translation into additional languages.
D. The requirements for transaction documentation, including use of blockchain, are decreasing.
Answer: C

4.One main goal of pursuing a digital supply chain transformation is:
A. achieving perfect order fulfillment across all sales channels using technology.
B. building sustainable competitive advantage through integrated capabilities.
C. integrating all supply chain tools and technologies to increase operational efficiencies.
D. maximizing sales through the e-commerce channel.
Answer: B

Explanation:
According to the ASCM site, the goal of the CTSC certification is to help supply chain professionals develop the skills and knowledge to lead a successful digital transformation that creates value and competitive advantage. The certification covers topics such as digital strategy, business model innovation, customer-centricity, and integrated capabilities. Therefore, option B best reflects the main goal of pursuing a digital supply chain transformation.12

5.Which of the following formulas is utilized to calculate perfect order fulfillment?
A. Total perfect orders / Total number of orders
B. Total perfect orders / Total number of order lines
C. Total perfect order lines / Total number of orders
D. Total perfect order lines / Total number of order lines
Answer: D
Explanation:
the perfect order fulfillment is a percentage that measures how many orders meet all the criteria for a perfect order, such as delivery location, product condition, documentation, etc. The formula for calculating the perfect order fulfillment is to multiply the individual performance metrics for each criterion and then multiply by 100. However, the question asks for the formula to calculate the perfect order rate, which is a slightly different metric that measures how many order lines (or items) meet all the criteria for a perfect order. The formula for calculating the perfect order rate is to divide the total number of perfect order lines by the total number of order lines and then multiply by 100.