

Retail Management MCQ Questions And Answers PDF

1. Facilitates the creation and execution of contracts and performance against those contracts.

- a. e-Procurement
- b. Contract Management
- c. Business intelligence
- d. E-Tour

Answer: b

2. It is a browser-based solution that delivers an intuitive, easy-to-use requisition system.

- a. PROACTIS
- b. INVESCO
- c. IPOS
- d. eREQUISITION

Answer: c

3. Sauflon saw the main benefits of e-Fulfillment as:

- a. Increased data security
- b. Increased speed to response time
- c. Reduced (or no) transcription errors and
- d. All of the above

Answer: d

4. The marketing and selling of goods or services using internet-based computing and communication.

- a. e-Business
- b. e-Commerce
- c. e- Fulfillment
- d. e- Thematic

Answer: b

5. The technical solution for accessing item-related information is:

- a. Read ePC from e-tag

- b. Get network address from ONS
- c. Retrieve product information based on software agents that share information in a peer-to-peer fashion
- d. All of the above

Answer: d

6. The ___ of installation of the software components is also important for rapid implementation in the logistics network.

- a. Leanness
- b. Simplicity
- c. Both a and b
- d. None of the above

Answer: c

7. ___ enforces privacy policy set by the policy engine.

- a. Consumer agent
- b. Tag authentication
- c. RFID tags
- d. Reader core

Answer: a

8. It refers to the system installed in a Retail Outlet, which substantially automates the Billing Process using the information on Products & Prices from the database.

- a. TCO
- b. POS
- c. HP-POS
- d. DOS

Answer: b

9. ___ is a group of substitutable products, and ___ is a group of commodities sharing a common use or function.

- a. Family, class
- b. Commodity, class
- c. Business function, Commodity

d. Segment, class

Answer: b

10. The UNSPSC can be embedded in:

1. Resource planning
2. Purchasing
3. Accounting
4. Database

- a. 1, 2, 3
- b. 1, 2, 3, 4
- c. 2, 3, 4
- d. 1, 3, 4

Answer: b

11. The ___ and ___ is a symbology specifically designed for assisting the commercial activities of product awareness, discovery, and spend analysis.

- a. UNSP and Service Code
- b. UCC and EAN bar codes
- c. UNSPSC and Service code
- d. None of the above

Answer: a

12. The unused capacity in networks of PCs is usually ___ during the day and ___ outside it.

- a. 98%, 95%
- b. 85%, 100%
- c. 76%, 29%
- d. 86%, 34%

Answer: b

13. ___ suppliers will be able to walk customers through potential designs, more effectively than their current approaches.

- a. Kitchen
- b. Bedroom

- c. Both a and b
- d. Living room

Answer: c

14. A product or service is classified with others that serve or support:

- a. Common function
- b. Purpose
- c. Task
- d. All of the above

Answer: d

15. ___ is the identification of relevant suppliers of a specific product or service, while ___ reporting on the use of funds.

- a. Product awareness, Resource discovery
- b. Resource discovery, expenditure analysis
- c. Product awareness, expenditure analysis
- d. Both b and c

Answer: b

16. The combination of ___ and ___ can translate into real problems for business decision-makers at every level of a retail organization.

- a. Challenges & constraints
- b. Industry changes, Business challenges
- c. Industry-wide challenges, technology constraints
- d. All of the above

Answer: c

17. ___ needs to monitor and manage margins, shrinkage, and ___ who want to hit revenue targets and improve customer relations.

- a. Department managers, Merchandising executives
- b. Financial officers, Sales personnel
- c. Business leaders, Merchandising executives
- d. None of the above

Answer: a

18. Mobile access to warehouse processes for:

- a. Stocking, Restocking
- b. Discarding, returning
- c. Distribution, substitution
- d. Both a and b

Answer: d

19. ___ is the additional servers that can be implemented as more users and locations are brought in, whereas ___ is the electronic document exchange implemented with partners.

- a. Scalability, Integration
- b. Layer technology, Global access
- c. Layer technology, Scalability
- d. Global access, integration

Answer: a

20. Increase the quantity of a replenishment order can be increased to meet the demand. The exceptions are:

- a. The supply is linked directly to some other demand
- b. It is a reorder point that has caused the situation
- c. Both a and b
- d. It is limited due to a defined maximum order quantity

Answer: c

21. The planning system does not analyze which orders can be changed and which should be protected except for the following cases:

- a. A transfer order
- b. A released production order that has been started
- c. Adequate quantity to be supplied
- d. Both a and b

Answer: d

22. Besides the normal requirements, the planning system deals with:

- a. Safety stock
- b. Buffer stock
- c. Production order components
- d. Both a and c

Answer: d

23. ___ calculate all selected items, whether it is necessary or not and ___ calculate only those selected items that have had some change in their demand-supply pattern.

- a. Generative plan, regenerative plan
- b. Regenerative plan, Net change plan
- c. Change plan, net change plan
- d. None of the above

Answer: b

24. Local shops can be known as ___ stores in the United States.

- a. Departmental stores
- b. Brick & Mortar
- c. Super store
- d. Megastore

Answer: b

25. With a ___ and ___, customers want new, different, and customized goods now, and they are not willing to wait.

- a. Fast-paced society, Faster paced technological changes
- b. Society, Market
- c. Internal environment, external environment
- d. IT technique, Fast-paced society

Answer: a

26. The retailer would need ___ and ___ software to run on top of its existing database.

- a. CRM, OLAP
- b. State logix, Retek CRM
- c. Talisma, Siebel

d. None of the above

Answer: a

27. The capability and performance of people need to be enhanced to drive down operational costs:

- a. Impacting market share and profitability
- b. Impacting operational cost
- c. Both a and b
- d. Consumer shopping satisfaction research

Answer: c

28. ___ to one that has the same purpose and ___ to make a local balance within the same purpose.

- a. Match link, Close link
- b. Match type, Close type
- c. Close demand, close supply
- d. None of the above

Answer: a

29. The first and foremost method of retail is:

- a. Counter service
- b. Self-service
- c. Online shops
- d. Cost-plus pricing

Answer: a

30. In a ___, a retailer sells to consumers through multiple retail formats, such as websites, physical stores.

- a. Multi-channel retailing
- b. Retail management
- c. Counter selling
- d. Retail strategy

Answer: a

31. Retail business generates an enormous amount of information that would be very valuable if one could:

- a. Collect it quickly, reliably, and efficiently
- b. Analyze it to make sense of the past and plan future decisions
- c. Distribute it to the right people in your organization so they can act on it
- d. All of the above

Answer: d

32. Small grocery stores that are run by individuals or families and cater to their immediate neighborhood or locality.

- a. Brick and mortar stores
- b. Mom-and-pop stores
- c. Departmental stores
- d. Kirana stores

Answer: b

33. The planning system prioritizes according to ___ since that is the best way to ensure the lowest possible inventory.

- a. Packaging date
- b. Delivery date
- c. Shipment date
- d. Distribution date

Answer: c

34. ___ represent anticipated demand.

- a. Forecast
- b. Blanket order
- c. Both a and b
- d. None of the above

Answer: c

35. A ___ can be regarded as an item at a specific location.

- a. SBU

- b. SKU
- c. Order tracking
- d. Multi-location

Answer: b

36. The ____, despite its name, acts more like a sub-location than just a shelf in a warehouse.

- a. Bar code
- b. Bin code
- c. Zip code
- d. Pin code

Answer: b

37. The planning system controls that by running through the:

- a. Inventory profile
- b. Outer loop
- c. Order quantity
- d. Transfer order

Answer: a

38. Demand exists but there is no supply:

- a. The planning has finished
- b. Supply should be suggested
- c. Supply should be canceled
- d. No demand or supply exists

Answer: b

39. If the supply quantity is ____ than the demand, it is possible that the supply quantity could be decreased.

- a. Increased
- b. Decreased
- c. More than
- d. Less than

Answer: c

40. Rescheduling could be ruled out because:

- a. The supply has already been tied up to another demand on a previous date
- b. The rescheduling is so minimal that the user has defined it as negligible
- c. The supply is linked directly to some other demand
- d. Both a and b

Answer: d

41. A reorder point represents demand during

- a. Peak time
- b. Lead time
- c. Season
- d. None of the above

Answer: b

42. The planning system checks that the item carries a production forecast or a sales order.

- a. MRP
- b. MPS
- c. SKU
- d. SBU

Answer: b

43. It is a system of technologies and processes that senses and responds to real-time demand across a network of customers, suppliers, and employees.

- a. Demand-driven Retailing
- b. Supply chain management
- c. Customer relationship management
- d. Demand statistics

Answer: a

44. It stops junk e-mail in its tracks.

- a. Firewall
- b. Anti-spam

- c. Anti-virus
- d. All of the above

Answer: b

45. SAP implementation project was divided into ___ phases.

- a. Two
- b. One
- c. Three
- d. Double

Answer: c

46. Identify optimum business rules and leverage your corresponding business logic across your retail chain.

- a. Enhance process control
- b. Streamline systems management
- c. Separate application code from business logic
- d. Leverage powerful enterprise integration bus

Answer: a

47. The ability to exchange information electronically is central to the effective conduct of e-commerce.

- a. E-mail
- b. E-messaging
- c. EAN
- d. E-business

Answer: b

48. The Global Commerce Initiative (GCI) is a global user group, created in

- a. 1998
- b. 1987
- c. 1999
- d. 1983

Answer: c

49. ___ is defined as being the continuous and automated exchange of master data between trading partners.

- a. Data synchronization
- b. Data standardization
- c. Data classification
- d. Data rationale

Answer: a

50. The ___ is a global service for the registration and validation of items and provides global capability.

- a. Global Commerce
- b. Global registry
- c. Global data interchange
- d. Global integrity

Answer: b

51. Retailers are totally dependent on the GTNs to support their:

- a. Ordering system
- b. Stock management system
- c. Point Of sale system
- d. All of the above

Answer: d

52. The most costly element of the international comparison program (ICP) is the construction of:

- a. Purchasing power parities
- b. Point of Sale
- c. EDIFACT
- d. GTN

Answer: a

53. Build your business on a solid transactional backbone and integrate different sales channels, better understand customer preferences, and leverage customer information.

- a. Supply chain execution

- b. Multi-channel retailing
- c. Purchasing
- d. Category management

Answer: b

54. It is the near-unanimous choice of experienced ERP implementers as the most underestimated budget item.

- a. Development
- b. Training
- c. Coaching
- d. Mentoring

Answer: b

55. The ___ project addresses the area of e-logistic, focusing specifically on e-fulfillment.

- a. e-Thematic
- b. e-business
- c. e-Commerce
- d. None of the above

Answer: a

56. It refers, in a broad sense, to the conversion of activities and processes throughout an enterprise into an electronic-based system.

- a. e-Thematic
- b. e-business
- c. e-Commerce
- d. None of the above

Answer: b

57. ___ model allows for improved efficiencies throughout the supply chain and set up an order management system.

- a. e- Business
- b. e- commerce
- c. e-Thematic

d. Both a and b

Answer: a

58. It refers to more than setting up an internet-enabled front office.

- a. e-Thematic
- b. e-business
- c. e-Commerce
- d. e-Fulfillment

Answer: d

59. It provides a set of computer tools to assist transport operators in planning their transport services.

- a. MOSCA
- b. IBOS
- c. Parcel Call
- d. Multi-modal

Answer: a

60. The possible future directions of ECG:

- a. Extension to other modes of transport and/or to other logistics services.
- b. Opening of the marketplace to other interested groups.
- c. Investigating more sophisticated IT solutions.
- d. All of the above

Answer: d