

# FBLA Introduction to Supply Chain Management Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. In the SCOR model, which process delivers finished goods to customers?**
  - A. Plan**
  - B. Source**
  - C. Deliver**
  - D. Return**
  
- 2. Which of the following is one of the five core processes in the SCOR model?**
  - A. Transform**
  - B. Deliver**
  - C. Plan**
  - D. Source**
  
- 3. Which of the following is a common inventory performance metric?**
  - A. Lead time**
  - B. Production yield**
  - C. On-time delivery**
  - D. Inventory turnover**
  
- 4. Which SCOR phase includes order fulfillment, transportation, and warehousing?**
  - A. Deliver**
  - B. Plan**
  - C. Source**
  - D. Make**
  
- 5. In the Deliver phase of SCOR, which activities are performed?**
  - A. Order fulfillment, transportation, warehousing**
  - B. Supplier evaluation, contract signing**
  - C. Manufacturing, quality control**
  - D. Returns processing, recycling**

- 6. In the Return phase of SCOR, which activities are performed?**
- A. Processing returns, repairs, recycling**
  - B. Delivering returns to customers**
  - C. Forecasting returns for inventory**
  - D. Marketing returns policy**
- 7. What is a fulfillment center?**
- A. A facility focused on picking, packing, and shipping online orders.**
  - B. A warehouse used to store and ship goods to retailers or customers.**
  - C. A hub for cross-docking shipments.**
  - D. A factory that manufactures goods.**
- 8. What is cycle stock?**
- A. Inventory in transit between facilities.**
  - B. Inventory kept as safety stock to cushion against stockouts.**
  - C. Inventory that varies due to replenishment intervals; not safety or pipeline stock.**
  - D. Inventory that is obsolete and slated for disposal.**
- 9. What is the purpose of a bill of materials (BOM)?**
- A. To outline shipping routes.**
  - B. To forecast demand.**
  - C. List of raw materials, components, and assemblies required to produce a finished product.**
  - D. To track supplier performance.**
- 10. In many supply chains, which entity acts as an intermediary between manufacturers and retailers?**
- A. Distributors/wholesalers**
  - B. Advertising agencies**
  - C. Insurance providers**
  - D. Public relations firms**

## Answers

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1. C
2. C
3. D
4. A
5. A
6. A
7. A
8. C
9. C
10. A

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## **Explanations**

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**1. In the SCOR model, which process delivers finished goods to customers?**

- A. Plan**
- B. Source**
- C. Deliver**
- D. Return**

The concept being tested is which SCOR process handles moving finished goods to the customer. In SCOR, the Deliver process covers outbound fulfillment: receiving customer orders, managing warehousing and packaging, coordinating transportation, and actually delivering the finished product to the customer. It is the part of the supply chain that ensures the right product goes to the right customer at the right time. Plan is about coordinating and forecasting overall activities, ensuring resources and schedules align. Source is about obtaining inputs from suppliers. Return deals with reverse logistics, handling products that are returned by customers. None of these focus on the actual delivery of finished goods to customers in the same way that Deliver does. So Deliver is the best choice because it explicitly represents the outbound flow to customers.

**2. Which of the following is one of the five core processes in the SCOR model?**

- A. Transform**
- B. Deliver**
- C. Plan**
- D. Source**

SCOR defines five core processes: Plan, Source, Make, Deliver, Return. Plan is the activity that coordinates the whole network by creating and maintaining a feasible plan to balance demand with available resources. It sets production and procurement priorities, inventory policies, capacity requirements, and distribution plans, guiding how the rest of the supply chain will operate. This planning step ties together sourcing, making, and delivering to meet customer needs efficiently. Among the options, Plan fits as a core SCOR process because it explicitly represents the planning function that drives the entire system. Transform is not the standard SCOR label (the corresponding process is Make), while Deliver and Source are also recognized core processes; the key idea is that Plan is the planning element that coordinates everything.

**3. Which of the following is a common inventory performance metric?**

- A. Lead time**
- B. Production yield**
- C. On-time delivery**
- D. Inventory turnover**

Inventory turnover directly measures how quickly a company uses and replaces its stock, which is a core way to gauge inventory efficiency. It shows how many times inventory is sold and replenished over a period, usually a year. You calculate it by dividing the cost of goods sold by the average inventory. For example, if COGS is \$600,000 and average inventory is \$100,000, the turnover is 6, meaning the firm turns its inventory six times a year. A higher turnover generally indicates efficient use of inventory and lower carrying costs, improving cash flow. A lower turnover can signal excess stock or obsolescence and higher holding costs. Of course, turnover needs context—some industries or product types naturally have slower turnover. Other metrics mentioned don't measure how quickly stock moves. Lead time is about the speed to fulfill an order, production yield relates to manufacturing quality, and on-time delivery focuses on meeting promised delivery times. While important for overall performance, inventory turnover is the key metric that reflects the rate at which inventory is converted into sales.

**4. Which SCOR phase includes order fulfillment, transportation, and warehousing?**

- A. Deliver**
- B. Plan**
- C. Source**
- D. Make**

Deliver focuses on getting products to customers. It covers order fulfillment—processing and completing customer orders—transportation—moving goods from facilities to customers—and warehousing—storing and distributing inventory. Together, these activities ensure orders are fulfilled accurately and delivered on time. The other phases deal with different parts of the supply chain: planning coordinates what is needed and when; sourcing brings in the materials; and making converts inputs into finished products.

**5. In the Deliver phase of SCOR, which activities are performed?**

- A. Order fulfillment, transportation, warehousing**
- B. Supplier evaluation, contract signing**
- C. Manufacturing, quality control**
- D. Returns processing, recycling**

The main idea here is that the Deliver phase is all about moving the product to the customer and getting orders fulfilled smoothly. It covers activities like managing orders, picking and packing, warehousing, transportation, and distribution to the customer, ensuring deliveries are accurate and on time. That's why order fulfillment, transportation, and warehousing fit best. Supplier evaluation and contract signing belong to the sourcing activities that secure inputs from suppliers. Manufacturing and quality control are part of making the product. Returns processing and recycling are handled in the post-delivery Return process.

**6. In the Return phase of SCOR, which activities are performed?**

- A. Processing returns, repairs, recycling**
- B. Delivering returns to customers**
- C. Forecasting returns for inventory**
- D. Marketing returns policy**

The Return phase focuses on reverse logistics—the processes for handling products that come back from customers. It covers receiving the returned items, assessing their condition, and deciding what to do with them: repair, refurbish, recycle, rework, or dispose of them. It also includes reintegrating usable items into inventory when appropriate. This is exactly what the described activity—processing returns, performing repairs, and recycling—captures, so that is why that choice is the best fit for what happens in this phase. Delivering returns to customers belongs to forward logistics and the Deliver phase, not the Return phase. Forecasting returns for inventory is a planning activity, typically associated with the Plan phase. Marketing a returns policy relates to policy design and customer communication, not the operational handling of returns.

## 7. What is a fulfillment center?

- A. A facility focused on picking, packing, and shipping online orders.**
- B. A warehouse used to store and ship goods to retailers or customers.**
- C. A hub for cross-docking shipments.**
- D. A factory that manufactures goods.**

A fulfillment center is a facility designed specifically to process online orders from start to finish—receiving goods, picking the right items from stock, packing them securely, and shipping them directly to the customer or to another distribution point. This focus on completing individual customer orders quickly and accurately is what sets it apart from other types of facilities. A general warehouse mainly stores inventory and may ship to retailers or other locations, not continually executing the end-to-end process for consumer orders. A cross-docking hub is built to move incoming goods directly to outbound transports with little or no storage, not to fulfill online orders. A factory's purpose is producing goods, not handling the fulfillment of customer orders.

## 8. What is cycle stock?

- A. Inventory in transit between facilities.**
- B. Inventory kept as safety stock to cushion against stockouts.**
- C. Inventory that varies due to replenishment intervals; not safety or pipeline stock.**
- D. Inventory that is obsolete and slated for disposal.**

Cycle stock is the portion of inventory kept to meet normal demand during the time between replenishment orders. It grows or shrinks based on how much you order and how long it takes for those orders to arrive, so it varies with replenishment intervals. It's separate from safety stock, which is extra to protect against variability, and from pipeline stock, which is inventory already in transit. So, cycle stock is inventory that fluctuates due to replenishment intervals and is not safety or pipeline stock. For example, ordering a fixed lot to cover a set period means that the on-hand quantity used to meet that period's demand represents cycle stock.

**9. What is the purpose of a bill of materials (BOM)?**

- A. To outline shipping routes.**
- B. To forecast demand.**
- C. List of raw materials, components, and assemblies required to produce a finished product.**
- D. To track supplier performance.**

A bill of materials provides the exact list of materials, components, and subassemblies needed to produce a finished product, including the quantities and often part numbers. This makes it the planning blueprint for both purchasing and manufacturing: it tells what to buy, in what amounts, and when, so production can run smoothly without material shortages or excess inventory. The BOM also supports costing and budgeting by outlining every item that contributes to the final product. Other options describe tasks outside this core purpose. Outlining shipping routes is a logistics function, forecasting demand is a separate planning activity, and tracking supplier performance is part of supplier management. The bill of materials feeds these processes but isn't primarily about them.

**10. In many supply chains, which entity acts as an intermediary between manufacturers and retailers?**

- A. Distributors/wholesalers**
- B. Advertising agencies**
- C. Insurance providers**
- D. Public relations firms**

Intermediaries in the supply chain bridge manufacturers and retailers by handling the movement and storage of goods. Distributors and wholesalers buy large quantities from manufacturers, break those bulk lots into smaller lots, hold inventory, and distribute to retailers across regions. This setup reduces the number of separate transactions manufacturers must manage, speeds products to market, and provides convenient access for retailers. Advertising agencies, insurance providers, and public relations firms do not perform this product-moving role. They support promotion, risk management, and communications, not the actual distribution of goods.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://fblaintrotosupplychainmgmt.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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