

TOTAL QUALITY LOGISTICS PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE

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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. What does the term deadhead mean in freight logistics?**
 - A. A shipping delay due to port congestion.
 - B. Cargo damage explanation.
 - C. A route used only for international shipments.
 - D. Traveling with an empty trailer between loads.

- 2. What is rate confirmation and what details should be verified before accepting a shipment?**
 - A. It provides the shipper's contact info for emergencies.
 - B. It describes only fuel surcharge.
 - C. It binds agreed terms; verify lane, equipment, pickup/delivery times, stops, accessorials, currency, and any special instructions.
 - D. It is only used for domestic shipments.

- 3. Which statement is NOT supported by the data about TQL?**
 - A. TQL has access to over 160,000 carriers.
 - B. TQL moved over 3 million loads in 2022.
 - C. TQL generates over 8.8 billion in sales.
 - D. TQL has access to exactly 160,000 carriers.

- 4. Alabama and Delaware are in which respective time zones?**
 - A. Central and Eastern
 - B. Eastern and Central
 - C. Pacific and Mountain
 - D. Mountain and Pacific

- 5. Which statement correctly differentiates Bill of Lading from Freight Bill?**
 - A. Bill of Lading is the contract and receipt for the transport; Freight Bill is the carrier's invoice for transportation charges.
 - B. Bill of Lading is the invoice; Freight Bill is the packing list.
 - C. Bill of Lading is only for domestic shipments; Freight Bill is only for international.
 - D. Bill of Lading and Freight Bill are the same.

- 6. What is the maximum hours a driver can drive?**
- A. 9
 - B. 10
 - C. 12
 - D. 11
- 7. HazMat routing compliance actions: which statement is best?**
- A. Ignore routing restrictions if time is tight.
 - B. Verify routing restrictions during planning and ensure driver training; update labels and papers; compliance with HazMat endorsements.
 - C. Rely on shipper's word without verification.
 - D. Routing restrictions are optional for HazMat.
- 8. What are common liability exposures in brokerage and how can they be mitigated?**
- A. Exposure to cargo damage, bodily injury, and uninsured losses; mitigate with proper insurance, robust compliance checks, driver training, and proactive claims management.
 - B. Exposure to currency risk due to exchange rates.
 - C. No liability risk in brokerage.
 - D. Exposure to fashion trends affecting demand.
- 9. Which of the following is NOT one of TQL's winning principles?**
- A. Pledge Integrity
 - B. Exceed Expectations
 - C. Be Forthright about Conflict
 - D. Customer-Centric Documentation
- 10. In the example where the customer pays 3,541 for 2,108 miles, what is the price per mile billed to the customer?**
- A. 1.60
 - B. 1.68
 - C. 1.55
 - D. 1.75

Answers

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

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Explanations

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1. What does the term deadhead mean in freight logistics?

- A. A shipping delay due to port congestion.
- B. Cargo damage explanation.
- C. A route used only for international shipments.
- D. Traveling with an empty trailer between loads.**

Deadhead in freight logistics refers to driving with an empty trailer between loads. It's a non-revenue trip where the truck isn't carrying cargo, yet still incurs fuel, time, and wear costs. This happens when a driver finishes a delivery and must reposition to pick up the next shipment, but there's no freight available for that leg. Carriers monitor deadhead miles to improve efficiency, often trying to minimize them through better backhauls and load matching. It's not about port delays, cargo damage, or routes limited to international shipments.

2. What is rate confirmation and what details should be verified before accepting a shipment?

- A. It provides the shipper's contact info for emergencies.
- B. It describes only fuel surcharge.
- C. It binds agreed terms; verify lane, equipment, pickup/delivery times, stops, accessorials, currency, and any special instructions.**
- D. It is only used for domestic shipments.

Rate confirmation is the binding document that captures the negotiated terms of a shipment between shipper and carrier, turning the agreed service into a formal contract. It should list the lane, equipment, pickup and delivery times, any stops, accessorials or surcharges, the currency for payment, and any special instructions. Before accepting a shipment, verify that every item on the rate confirmation matches what you can deliver: the route and vehicle type, the scheduled pickup and delivery times, the number and handling of stops, any additional charges and the currency, and any special handling instructions. This ensures you're paid correctly and that service is performed exactly as agreed. It's broader than just fuel surcharge and applies to both domestic and international shipments as needed.

3. Which statement is NOT supported by the data about TQL?

- A. TQL has access to over 160,000 carriers.
- B. TQL moved over 3 million loads in 2022.
- C. TQL generates over 8.8 billion in sales.
- D. TQL has access to exactly 160,000 carriers.**

Understanding how data expresses quantities helps you see what's actually supported. If a source says a number is "over" or "more than" a value, that establishes a minimum, not an exact count. So claiming an exact figure—like "exactly 160,000 carriers"—goes beyond what the data specifies and isn't supported. The other statements align with the same minimum-value language (over 160,000 carriers, over 3 million loads in 2022, over 8.8 billion in sales), so they fit what the data shows. The precise-count claim is the one that isn't supported because the data doesn't commit to an exact number.

4. Alabama and Delaware are in which respective time zones?

- A. Central and Eastern
- B. Eastern and Central
- C. Pacific and Mountain
- D. Mountain and Pacific

Understanding time zones and where states sit on the map helps. Alabama lies in the Central Time Zone, using Central Standard Time in winter and Central Daylight Time in summer. Delaware sits in the Eastern Time Zone, using Eastern Standard Time and Eastern Daylight Time accordingly. So the pairing is Central for Alabama and Eastern for Delaware. This matches their geographic locations: Alabama toward the central part of the U.S. and Delaware on the East Coast.

5. Which statement correctly differentiates Bill of Lading from Freight Bill?

- A. Bill of Lading is the contract and receipt for the transport; Freight Bill is the carrier's invoice for transportation charges.
- B. Bill of Lading is the invoice; Freight Bill is the packing list.
- C. Bill of Lading is only for domestic shipments; Freight Bill is only for international.
- D. Bill of Lading and Freight Bill are the same.

Understanding what each document represents and when it is used is key. The Bill of Lading is issued when goods are loaded and acts as the contract for carriage as well as a receipt for the shipment, laying out who is shipping, who the consignee is, a description and quantity of the goods, packing details, and the terms of transport (and, in many cases, it can even function as a title document). The Freight Bill, on the other hand, is the carrier's invoice for the transportation charges, produced after the move to bill the shipper for the service, detailing rates, weight or distance, accessorial, and the total amount due. So, the Bill of Lading is about the agreement and proof of shipment, while the Freight Bill is about payment for those services. The other statements don't fit because the BoL is not simply an invoice, a packing list, or limited to domestic shipments, and it is not the same document as the Freight Bill.

6. What is the maximum hours a driver can drive?

- A. 9
- B. 10
- C. 12
- D. 11

The limit being tested is the Hours of Service rule for driving time. A driver may drive up to 11 hours after having 10 consecutive hours off duty, and this must be completed within a 14-hour on-duty window. Once 11 hours of driving have been reached, you cannot drive again until you take the required off-duty time to reset. So eleven hours is the maximum you can drive in a shift. Nine or ten hours are allowable but not the maximum, and twelve hours would exceed the limit.

7. HazMat routing compliance actions: which statement is best?

- A. Ignore routing restrictions if time is tight.
- B. Verify routing restrictions during planning and ensure driver training; update labels and papers; compliance with HazMat endorsements.**
- C. Rely on shipper's word without verification.
- D. Routing restrictions are optional for HazMat.

HazMat routing compliance is about making sure every shipment follows the approved routes and all legal requirements from planning through delivery. The best approach is to verify routing restrictions during planning, ensure the driver is trained on those rules and handling procedures, and keep labels, papers, and endorsements up to date. This combination ensures the right routes are chosen, the driver knows what's required, and all paperwork reflects the actual HazMat material and endorsements, reducing the risk of fines, delays, or dangerous incidents. Ignoring routing restrictions is unsafe and illegal, so time pressure never justifies it. Relying on the shipper's word without verification can lead to incorrect or outdated information and slips in compliance. Routing restrictions are not optional; they are mandated to protect safety and meet regulations.

8. What are common liability exposures in brokerage and how can they be mitigated?

- A. Exposure to cargo damage, bodily injury, and uninsured losses; mitigate with proper insurance, robust compliance checks, driver training, and proactive claims management.**
- B. Exposure to currency risk due to exchange rates.
- C. No liability risk in brokerage.
- D. Exposure to fashion trends affecting demand.

In freight brokerage, the main liability comes from responsibilities tied to moving freight safely and handling any issues that arise during transit. The most common exposures are damage to the cargo, injuries or property damage connected to the operation, and losses that aren't covered by insurance. Cargo damage can occur from improper loading, securing, or mishaps en route. Bodily injury or property damage can happen during loading, unloading, or vehicle incidents. Uninsured losses arise when there isn't adequate coverage for a claim, leaving the brokerage exposed to significant costs. Mitigation centers on three pillars. First, solid insurance coverage is essential—secure cargo liability, general liability, and any other coverages appropriate for the types of freight and services you handle, and regularly verify that carriers' certificates of insurance meet requirements. Second, robust compliance checks help prevent claims by ensuring carriers are qualified and insured, drug- and safety-compliant, with proper driver hours of service and vehicle maintenance records. Third, proactive claims management keeps potential issues from escalating: promptly document incidents with photos and reports, coordinate with carriers and insurers, and pursue subrogation or recovery where possible. Pairing these protections with proper driver training and careful carrier onboarding reinforces safer handling and reduces the likelihood and impact of liability events.

9. Which of the following is NOT one of TQL's winning principles?

- A. Pledge Integrity
- B. Exceed Expectations
- C. Be Forthright about Conflict
- D. Customer-Centric Documentation**

These winning principles guide how TQL team members should act: pledging integrity means always telling the truth and honoring commitments; exceeding expectations means looking for ways to deliver more than what the customer asks; and being forthright about conflict means openly communicating when issues arise and taking responsibility rather than hiding problems. Customer-Centric Documentation, while a valuable practice for clear communication and service quality, isn't listed as one of the official winning principles. It supports the principles above, but it isn't named as a core principle itself. So the option describing customer-centric documentation is the one that isn't a winning principle.

10. In the example where the customer pays 3,541 for 2,108 miles, what is the price per mile billed to the customer?

- A. 1.60
- B. 1.68**
- C. 1.55
- D. 1.75

Price per mile is found by dividing the total amount charged by the total miles driven. Here, 3,541 dollars for 2,108 miles means $3,541 \div 2,108 \approx 1.6798$ dollars per mile. Rounding to the nearest cent gives 1.68 dollars per mile. A quick check: $2,108 \times 1.68 \approx 3,541.44$, which is very close to the billed amount, confirming 1.68 as the correct two-decimal value.

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.

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

<https://totalqualitylogistics.examzify.com>

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

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