

UPS ON-JOB- SUPERVISION (OJS) CERTIFICATION 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 'no over-goods' mean in practice?**
 - A. Missing items
 - B. More items than planned
 - C. Incorrect packaging
 - D. Missing labels
- 2. How should you balance coaching for performance with maintaining positive relationships within the team?**
 - A. Publicly criticize to enforce discipline.
 - B. Avoid giving feedback to prevent conflict.
 - C. Focus exclusively on results without regard to behavior.
 - D. Provide timely, specific feedback, separate behavior from the person, set mutual goals, and recognize improvements.
- 3. During scanning, which action should you avoid unless necessary?**
 - A. Do not turn or position package for scanning unless necessary
 - B. Turn the package to check its orientation
 - C. Move the package during scanning
 - D. Skip scanning entirely
- 4. What is prohibited by Planned Routine 5?**
 - A. Do not double handle packages
 - B. Do not inspect packages
 - C. Do not label packages
 - D. Do not move packages
- 5. Which information is necessary when documenting a coaching session after a safety issue?**
 - A. The date and time of the session only.
 - B. The specific unsafe action, the corrective actions, the follow-up plan, and the date for follow-up.
 - C. Personal opinions about the employee's attitude.
 - D. A general note without specifics.

- 6. What analysis identifies ergonomic risks and guides improvements in packaging operations?**
- A. Root-cause analysis.
 - B. Job hazard analysis.
 - C. Value stream mapping.
 - D. Gantt chart analysis.
- 7. For cornerstone placement, what are its depth and height ranges, and where is it loaded?**
- A. 10-12 inches Deep, 5-8 inches High on the Right Side Touching Nothing
 - B. 18-24 inches Deep, 12-24 inches High on the Floor on the Left Side Touching the Previous Wall
 - C. 6-9 inches Deep, 4-6 inches High in the Center
 - D. 30-40 inches Deep, 15-20 inches High at the Back
- 8. What is the supervisor's escalation protocol in a sudden weather event in OJS?**
- A. Ignore the event and wait for management directives.
 - B. Follow the contingency plan, inform staff, adjust routes and schedules, ensure safety, and document decisions.
 - C. Cancel all operations indefinitely with no communication.
 - D. Report to HR and suspend all drivers.
- 9. Which action is a recommended step to ensure the trailer is ready for loading?**
- A. Check trailer for leaks and holes; report problems to supervisor
 - B. Check the color of the trailer
 - C. Check the tire tread depth
 - D. Check the fuel level of the tractor
- 10. In A3 problem solving, which sections are typically included on the one-page report?**
- A. Background, current condition, goal, root cause, countermeasures, plan, and follow-up.
 - B. Executive summary and cost analysis only.
 - C. Risk matrix and mitigation plan only.
 - D. Resource count and schedule.

Answers

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

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Explanations

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1. What does 'no over-goods' mean in practice?

- A. Missing items
- B. More items than planned**
- C. Incorrect packaging
- D. Missing labels

The concept being tested is quantity control in receiving goods. No over-goods means you should not accept more items than what was specified in the order or packing list. In practice, it's about matching the received quantity to the planned quantity; any excess is considered an overage. For example, if an order calls for 200 units and 210 are delivered, that extra 10 units constitutes over-goods and needs to be investigated, reconciled with the supplier, or handled according to policy rather than being treated as part of the normal shipment. Missing items would indicate a shortfall, not an overage. Incorrect packaging concerns how items are packaged rather than how many items there are, and missing labels relates to labeling issues rather than quantity.

2. How should you balance coaching for performance with maintaining positive relationships within the team?

- A. Publicly criticize to enforce discipline.
- B. Avoid giving feedback to prevent conflict.
- C. Focus exclusively on results without regard to behavior.
- D. Provide timely, specific feedback, separate behavior from the person, set mutual goals, and recognize improvements.**

The key idea is to coach for performance while preserving trust by delivering feedback that is timely, specific, and focused on behavior rather than the person. When you give immediate, concrete examples of what to adjust, teammates understand exactly what to change without feeling attacked. Separating the behavior from the person keeps the relationship positive and reduces defensiveness, which helps people stay engaged and open to development. Setting mutual goals builds a sense of partnership and accountability, so coaching becomes a collaborative effort rather than a top-down critique. Recognizing improvements reinforces motivation and shows that progress is valued, sustaining effort and morale. This approach balances performance improvement with healthy team dynamics. Publicly criticizing undermines trust and motivation; avoiding feedback stalls growth; and chasing results alone can neglect how behavior drives outcomes and can damage relationships over time.

3. During scanning, which action should you avoid unless necessary?

- A. Do not turn or position package for scanning unless necessary**
- B. Turn the package to check its orientation
- C. Move the package during scanning
- D. Skip scanning entirely

The action being tested is about keeping handling to a minimum while a scan is happening. Scanners read best when the barcode is facing them and the item is held steady. Turning or repositioning a package during the scan can misalign the barcode, cause read failures, slow things down, and increase the risk of damage or misrouting. So you should avoid turning or repositioning the package for scanning unless it's truly needed to obtain a readable read. If the barcode isn't readable in its current orientation, adjust only as much as necessary before attempting the scan again, rather than moving the package repeatedly during scanning.

4. What is prohibited by Planned Routine 5?

A. Do not double handle packages

B. Do not inspect packages

C. Do not label packages

D. Do not move packages

Planned Routine 5 focuses on reducing handling to protect package integrity and keep the workflow smooth. The action it prohibits is double handling—touching or moving a package more than once as it goes through processing. When a package is picked up, scanned, and routed in a single, efficient flow, the chances of damage, misdelivery, and delays are greatly reduced. That's why the instruction is to not double handle packages. Inspecting, labeling, or moving a package are normal steps in processing it and aren't what this routine forbids; the emphasis is on avoiding unnecessary re-handling and sticking to the proper sequence to minimize touches.

5. Which information is necessary when documenting a coaching session after a safety issue?

A. The date and time of the session only.

B. The specific unsafe action, the corrective actions, the follow-up plan, and the date for follow-up.

C. Personal opinions about the employee's attitude.

D. A general note without specifics.

When documenting a coaching session after a safety issue, the goal is to create an actionable, verifiable record that guides improvement and accountability. The essential information includes the exact unsafe action or condition that was observed, the corrective actions the employee must take (what to do, who is responsible, and by when), the plan for follow-up to verify completion and effectiveness, and a concrete date for the next check-in. This combination ensures the record clearly communicates what happened, what needs to change, and how and when that change will be evaluated. It also supports safety program accountability and future reviews or audits. Notes that only record dates or times without describing the unsafe action or remediation, or that rely on personal opinions about attitude, or that are too vague, do not provide the necessary clarity to prevent recurrence or to verify improvement.

6. What analysis identifies ergonomic risks and guides improvements in packaging operations?

A. Root-cause analysis.

B. Job hazard analysis.

C. Value stream mapping.

D. Gantt chart analysis.

Identifying ergonomic risks and guiding improvements in packaging operations is best addressed by a job hazard analysis. This approach breaks down each task in the packaging process, pinpoints where workers face risks from repetitive motions, awkward postures, heavy lifting, or fast-paced work, and assesses how serious or likely those risks are. With that information, you can design targeted controls—like ergonomic workstation design, redesigned tasks, mechanical aids, task rotation, or automation—and plan their implementation to reduce risk. Root-cause analysis looks backward at why a problem occurred rather than which tasks pose ergonomic hazards. Value stream mapping focuses on overall flow and waste, not specifically on ergonomic risk. Gantt chart analysis is about scheduling and timelines. Therefore, job hazard analysis most directly identifies ergonomic risks and guides improvements in packaging operations.

7. For cornerstone placement, what are its depth and height ranges, and where is it loaded?

- A. 10-12 inches Deep, 5-8 inches High on the Right Side Touching Nothing
- B. 18-24 inches Deep, 12-24 inches High on the Floor on the Left Side Touching the Previous Wall**
- C. 6-9 inches Deep, 4-6 inches High in the Center
- D. 30-40 inches Deep, 15-20 inches High at the Back

The principle here is that a cornerstone should form a sturdy base that can carry and transfer the building's load as walls go up, while also providing a precise reference for alignment. The correct description describes embedding a substantial portion into the floor and giving it enough height to create a solid bearing surface, with the load coming from the side of the wall that has already been built against it. This setup ensures the corner stays true to line and the weight of the new wall is effectively transferred into the foundation through the cornerstone. If it were placed too shallow, or not on the floor and against the existing wall, it wouldn't provide the necessary stability or alignment, which is why the other options aren't appropriate.

8. What is the supervisor's escalation protocol in a sudden weather event in OJS?

- A. Ignore the event and wait for management directives.
- B. Follow the contingency plan, inform staff, adjust routes and schedules, ensure safety, and document decisions.**
- C. Cancel all operations indefinitely with no communication.
- D. Report to HR and suspend all drivers.

When a sudden weather event occurs, the supervisor must activate the established contingency plan and manage the situation with safety and coordination as top priorities. This means informing staff promptly about the new conditions, adjusting routes and schedules to avoid hazards, ensuring everyone remains safe and accounted for, and documenting the decisions and actions taken. This approach keeps operations functioning as safely and smoothly as possible under the circumstances and creates a clear record for later review. Ignoring the event and waiting for directives delays critical safety decisions and can put people and cargo at risk. Canceling all operations indefinitely with no communication creates confusion and service failures without a plan to resume. Reporting to HR to suspend all drivers misuses HR processes for an operational emergency and would halt work without addressing the weather risks or providing a practical path forward.

9. Which action is a recommended step to ensure the trailer is ready for loading?

- A. Check trailer for leaks and holes; report problems to supervisor**
- B. Check the color of the trailer
- C. Check the tire tread depth
- D. Check the fuel level of the tractor

Before loading, the most important step is to inspect the trailer for leaks and any holes and then report any problems to supervision. Leaks can signal fluid loss from the trailer or contamination risks to the cargo, and holes or structural damage can worsen under load, creating safety and integrity hazards. Finding and reporting these issues allows maintenance or repairs to be addressed before goods are placed on the trailer, preventing damage to cargo and avoiding unsafe loading conditions. The color of the trailer isn't related to its readiness for loading, so it won't indicate any safety or structural issues. While checking tire tread depth is part of overall vehicle safety, it addresses roadworthiness rather than whether the trailer is ready to accept a load. Checking the fuel level of the tractor also concerns trip readiness, not the trailer's immediate readiness for loading.

10. In A3 problem solving, which sections are typically included on the one-page report?

- A. Background, current condition, goal, root cause, countermeasures, plan, and follow-up.**
- B. Executive summary and cost analysis only.
- C. Risk matrix and mitigation plan only.
- D. Resource count and schedule.

A3 problem solving uses a tight, structured one-page report to tell a complete story from why a problem matters to how it will be checked and sustained. The sections listed—Background, Current Condition, Goal, Root Cause, Countermeasures, Plan, and Follow-Up—together capture the whole arc: Background sets the context and importance; Current Condition describes the present data and symptoms; Goal defines the target state or measurable objective; Root Cause identifies the underlying reason for the problem (often with 5 Whys or a fishbone analysis); Countermeasures outline concrete actions to address that root cause; Plan lays out who does what, by when, and how progress will be tracked; Follow-Up ensures verification of results and lessons learned for sustainability. This structure keeps the report concise yet comprehensive, making it easy for reviewers to understand, approve, and follow through. Other options fall short because they omit essential elements. An approach limited to an executive summary and cost analysis misses problem framing, root cause analysis, and a concrete action plan with follow-up; a focus on a risk matrix and mitigation plan emphasizes potential risks rather than identifying and eliminating root causes or detailing execution and verification; a simple resource count and schedule lacks the problem context, root-cause analysis, and outcome-focused follow-up needed to close the loop.

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://upsojs.examzify.com>

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

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