**QUIZ QUESTIONS**

**Connected Customer**

The essential idea of a "connected customer" is that it is a capability that allows companies to:

1. **augment transactional interactions**
2. increase product life cycles
3. enhance product advertising
4. apply artificial intelligence

Which of the following is NOT a level 2 capability associated with the Connected Customer vision:

1. **Dynamic pricing**
2. Self service
3. Customer issue management
4. Connected field services

The Connected Customer capability for customers to minimize or defer human interactions when solving product issues is:

1. **Self service**
2. Customer issue management
3. Customized experience
4. Connected field services

Which Connected Customer capability enables product providers to obtain real-time data analysis and usage pattern visibility?

1. **Product as a service (Paas)**
2. Connected field services
3. Customer issue management
4. Self service

Which Connected Customer capability enables firms to make dynamic adjustments to product offerings based on supply network and customer data?

1. **Customized experience**
2. Customer issue management
3. Intelligent product tracking
4. Connected field services

Monitoring and insights capability enables which of the following processes?

1. **Identification of product failure modes and effects**
2. Creation of subscription models for product consumption
3. Proactive monitoring of assets
4. Quick resolution of customer issues and feedback

The Connected Customer capability that enables labor productivity improvements in customer service processes is:

1. **Connected field services**
2. Monitoring and insights
3. Customized experience
4. Intelligent product tracking

**Intelligent Supply**

Which of the Intelligent Supply capabilities uses value analytics and industry information to predict cost and price fluctuations?

1. **IS Analytics**
2. Category management
3. Intelligent contract management
4. Procurement and compliance

Which Intelligent Supply capability employs technologies to accommodate multiple formats and touchless transaction processing?

1. **Invoice and payments processing**
2. Suppler collaboration
3. Procurement and compliance
4. Source execution

The essential capability defined by "source execution" is:

1. **Digitized sourcing process**
2. Digitized contract management
3. Digitized purchasing
4. Digitized payments processing

The use of automated supplier scorecards would be part of what Intelligent Supply capability?

1. **Supplier collaboration**
2. Procurement and compliance
3. Category management
4. IS Analytics

A firm that wished to reduce administrative labor costs would benefit the most from investing in which capability?

1. **Invoice and payments processing**
2. Supplier collaboration
3. Procurement and compliance
4. Source execution

Which Intelligent Supply capability operates earliest in the overall supply management journey?

1. **Category management**
2. Supplier collaboration
3. Procurement and compliance
4. IS Analytics

Which Intelligent Supply capability would most likely be build on an application that uses machine learning to analyze and rate various options?

1. **Source execution**
2. Intelligent contract management
3. IS Analytics
4. Supplier collaboration

An information system containing the catalogs of preferred suppliers would be used to support which Intelligent Supply capability?

1. **Procurement and compliance**
2. Supplier collaboration
3. Intelligent contract management
4. IS Analytics

A defining characteristic of the IS Analytics capability is:

1. **Movement from retrospection to prediction of costs and prices**
2. Use of smart contracts technologies
3. Application of risk analytics
4. Use of automated regulations compliance

**Dynamic Fulfillment**

Which Dynamic Fulfillment L2 capability creates greater operational visibility of product quantities and locations across supply chain partners?

1. **Source execution**
2. Omnichannel order fulfillment
3. Chain of custody and integrity
4. Adaptive network response

A logistics manager who seeks to simultaneously lower cost and speed deliveries would be most interested in which Dynamic Fulfillment L2 capability?

1. **Efficient transportation operations**
2. Adaptive network response
3. Service maximization algorithms
4. Optimal path selection

Bob needs to make choices about whether to ship ordered products via truck or air.  Which Dynamic Fulfillment L2 capability does he need?

1. **Optimal path selection**
2. Efficient transportation operations
3. Omnichannel order fulfillment
4. Chain of custody and integrity

The benefits of blockchain technology are most applicable to:

1. **Chain of custody and integrity**
2. Source execution
3. Efficient warehouse operations
4. Adaptive network response

The Dynamic Fulfillment L2 capability that enables a firm to take orders through different media and to fill them from alternative service points is known as:

1. **Omnichannel order fulfillment**
2. Adaptive network response
3. Maximum flexibility
4. Efficient warehouse operations

Building efficient warehouse operations would most likely leverage what technologies?

1. **Robots that bring shelves of items to pickers**
2. Geographic information systems
3. Last mile delivery drones
4. Control towers

Route guidance technology (like Google Maps) is an example of a technology that supports which Dynamic Fulfillment L2 capability?

1. **Optimal path selection**
2. Efficient warehouse operations
3. Chain of custody and integrity
4. Adaptive network response

An e-commerce fulfillment startup offers its network of distribution centers to shipping firms on a short term basis.  This company can help other firms develop what Dynamic Fulfillment L2 capability?

1. **Adaptive network response**
2. Omnichannel order fulfillment
3. Chain of custody and integrity
4. Efficient warehouse operations

Restaurant supply chain managers who want to improve the efficiency of food product recalls would care most about which Dynamic Fulfillment L2 capability?

1. **Chain of custody and integrity**
2. Adaptive network response
3. Source Execution
4. Efficient transportation operations

**Digital Development**

A Digital Development L2 capability that leverages part and component standardization is:

1. **Common platform and product architecture**
2. Model-based definition
3. Accelerated proof of concept
4. Development automation

"Open innovation" and other ways to source innovative ideas and capabilities are examples of:

1. **Development collaboration ecosystem**
2. Model-based definition
3. Common platform and product architecture
4. Design for consumption model

Computer aided design (CAD) and 3D annotation capabilities support which of the following Digital Development L2 capabilities?

1. **Model-based definition**
2. Development collaboration ecosystem
3. Development automation
4. Accelerated proof of concept

A Digital Development L2 capability that enables projects to proceed with little human intervention is known as:

1. **Development automation**
2. Model-based development
3. Continuous project management
4. Design for consumption model

A Digital Development L2 capability that supports servitization/product as a service strategy is:

1. **Design for consumption model**
2. Development collaboration ecosystem
3. Development automation
4. Common platform and product architecture

3D printing is most closely associated with:

1. **Accelerated proof of concept**
2. Model-based definition
3. Development automation
4. Design for consumption

**Smart Operations**

A Smart Operations L2 capability that feeds information to enable a digital process twin is:

1. **Dynamic operations sensing**
2. Augmented workforce
3. Autonomous process control
4. Continuous data management

Image recognition and collaborative robots support which Smart Operations L2 capability?

1. **Augmented workforce**
2. Operations command center
3. Total operations synchronization
4. Autonomous process control

Which of the following statements best describes the capability, digital process twin?

1. **Data collection and structuring to support process simulation**
2. Facilities to support product and process prototyping
3. Ability to identify deviations from operational standards
4. Construction of parallel manufacturing lines for output comparisons

A high level organization of data into dashboard and alerts for the overall operation is part of what Smart Operations L2 capability?

1. **Operations command center**
2. Digital process twin
3. Autonomous process control
4. Total operations synchronization

Which Smart Operations L2 capability uses insights generated from an operations command center to improve coordination of resources and flows?

1. **Total operations synchronization**
2. Autonomous process control
3. Just in time manufacturing
4. Dynamic operations sensing

The Smart Operations L2 capability called autonomous process control is best described as:

1. **Systems uses to continually assess and adjust the health of a process**
2. Statistical analysis of production outputs
3. Automated scheduling of jobs to processes
4. Full automation of a process using robots

**Synchronized Planning**

Company X has developed machine learning techniques to assess how pricing alternatives might impact product sales.  This is an example of what Synchronized Planning L2 capability?

1. **Intelligent demand management**
2. Responsive demand-supply matching
3. Product life cycle planning
4. Dynamic flow optimization

Responsive demand-supply matching capability is best described as:

1. **Strategically resolving unexpected variances in demand and supply**
2. Maximizing profits by repositioning materials and products
3. Shaping demand to meet supply through pricing adjustments
4. Integrating the plans of different functions within the supply chain organization

Which Synchronized Planning L2 capability describes a firm's ability to change material flows and procurement decisions to optimize inventory-service trade-offs?

1. **Dynamic flow optimization**
2. Responsive demand-supply matching
3. Supply network design
4. Portfolio life cycle planning

The Synchronized Planning L2 capability to seamlessly harmonize plans that are developed at different levels and across functions within an organization is known as:

1. **Enterprise plan reconciliation**
2. Portfolio life cycle planning
3. Responsive demand-supply matching
4. Sales and operational planning

The ability to create an end-of-life product plan addressing advertising, production, and supply is an important part of which Synchronized Planning L2 capability?

1. **Portfolio life cycle planning**
2. Product retirement planning
3. Enterprise plan reconciliation
4. Dynamic flow optimization

Making global sourcing decisions is part of what Synchronized Planning L2 capability?

1. **Supply network design**
2. Dynamic flow optimization
3. Responsive demand-supply matching
4. Intelligent location-allocation design

Which of the following competencies most closely supports improved Synchronized Planning?

1. **Better information visibility**
2. Top management commitment
3. Parallel divisional structure
4. Arms length relationships with suppliers