



Final Assessment Answer Key

Name: _____ Date: _____

1. If you go to a bank for a loan to start up a business, the bank will require you to submit a _____ to prove that you know how to finance the business, how to get customers, how to keep customers, how to staff the business and how to set operating policies.
 - A. operating policies
 - B. staffing plan
 - C. marketing plan
 - D. *business plan*
 - E. operating budget
2. There is no link between personal wellness and job performance.
 - A. True
 - B. *False*
3. Work equipment that has been designed to eliminate health problems is called _____ correct equipment.
 - A. *Ergonomically*
 - B. Safety
 - C. Mechanically
4. Being aware of personal and professional roles in your life enables you to plan and use your time optimally.
 - A. *True*
 - B. False
5. Investing a little time in planning your day can actually free up time throughout the rest of the day.
 - A. *True*
 - B. False



6. Prioritizing your tasks forces you to:
 - A. recognize each task that should be done.
 - B. weigh the importance of each task.
 - C. recognize the “Top Payoff Activities.”
 - D. *All of the above.*
7. _____ people are driven by personal responsibility, internal values, and carefully selected priorities.
 - A. *Proactive*
 - B. Reactive
8. When you are in a work group and you don’t agree with one of the group members you should:
 - A. Just keep your thoughts to yourself to keep from making waves if it appears that everyone else agrees with that person.
 - B. Wait until after the meeting and try to get the other team members to see it your way.
 - C. *Inform the group that you disagree, and that you would like to discuss the issue.*
9. Questions that are used to obtain more information from someone are called
 - A. *Open or “open-ended” questions.*
 - B. Closed or “closed-ended” questions.
10. Effective communication occurs when the
 - A. the receiver thinks he/she understands the sender.
 - B. *understanding of the receiver matches the meaning intended by the sender.*
 - C. both parties have a chance to speak.
 - D. the sender has completed all of their points they wanted to make.



11. “Advancing” is one of the five strategies for active listening. Advancing is used to:
- A. Make sure you get “your” point across.
 - B. Move on to the next important point of the conversation.
 - C. *Encourage the other person to continue talking.*
12. Targeted positive strokes:
- A. Help enhance a team member’s self-esteem.
 - B. Can be used with team members and leaders.
 - C. Can help improve productivity.
 - D. *All of the above.*
13. What are ways that you can send a positive image message during an interview?
- A. Good grooming and proper appearance.
 - B. Impressing the interviewer with jargon and buzzwords.
 - C. Listen effectively and ask clarifying questions when necessary.
 - D. *Answers “A” & “C.”*
 - E. Answers “A” “B” and “C.”
14. The phrase “You are the Message” relates most closely to:
- A. your ability to give instructions.
 - B. how you perform on the job.
 - C. *the type of image you project to others.*
 - D. None of the above.



15. Research shows that we start to make up our minds about other people within the first _____ of meeting them.
- A. 7 days
 - B. 7 hours
 - C. 7 seconds
 - D. None of the above
16. Which of the following is considered appropriate during a job interview?
- A. Tell the interviewer you prefer they use your resume instead of completing the application.
 - B. Ask about the salary.
 - C. *Asking questions about the responsibilities of the job.*
 - D. Ask when you may call the interviewer to find out if you will be hired.
17. The “Greeting” and “Opening Conversation” are both steps in what interview phase?
- A. Closing
 - B. Actual Interview
 - C. *Rapport Building*
 - D. Follow-up
18. What are the two components of any inventory?
- A. *Cycle Stock and Safety Stock*
 - B. WIP and Finished Goods
 - C. High Runners and Seasonal Stock
 - D. High Cost and Low Runners



19. What is a Golden Zone?
- A. Where the high cost items are stored.
 - B. *Where high volume items should be stored.*
 - C. The highest tier/shelf.
 - D. The lowest tier/shelf.
20. A “mispick” refers to
- A. a mistake made during the staging process.
 - B. *an error made during the order picking process.*
 - C. an error made in the process of slotting
 - D. None of the above.
21. “Order Completion Time” begins
- A. *the moment a customer places an order.*
 - B. when the distribution center receives an order.
 - C. when the order begins to be manufactured.
 - D. None of the above.
22. The pallet load is stabilized by using
- A. uniform stacks.
 - B. *an interlocking pattern.*
 - C. a bottom pad.
23. A box is more easily conveyed on an air conveyor when it is turned with
- A. the largest side against the guide rail
 - B. the smallest side down
 - C. *the largest side down*



24. Every chemical manufacturer must supply customers with an _____ that lists physical and chemical hazards associated with the compound.
- A. OSHA
 - B. *MSDS*
 - C. EPA
25. A Tally Sheet is used for:
- A. trends
 - B. *capturing data*
 - C. manpower
26. A structured six-step process uses the _____ to enable you to identify and solve problems.
- A. Flowchart
 - B. *Problem solving method*
 - C. Cause and effect diagram
27. The three basic sections of all industrial control circuits are the signal, the _____ and the action.
- A. output
 - B. input
 - C. *decision*
 - D. power
28. The entire concept of industrial control circuits begins with the _____.
- A. *signal*
 - B. decision
 - C. action
 - D. none of the above



29. When is it okay to travel forward on your powered industrial truck?
- A. When the load is taller than the mast.
 - B. After you've given a few short blasts of the horn
 - C. *When you can see the aisle clearly without your load obstructing your view.*
 - D. All of the above.
30. When a powered industrial truck is left unattended, which of the following actions should be taken prior to leaving the powered industrial truck?
- A. Neutralize controls
 - B. Set parking brake
 - C. Fully lower load
 - D. *All of the above*
31. You should do this at intersections and blind spots:
- A. Drive on since you have the right of way.
 - B. *Slow down, look, sound horn, and then drive through.*
 - C. Slow down and sound horn.
32. Stacking and unstacking must be done carefully because the higher you lift a load, the more unstable the powered industrial truck becomes.
- A. *True*
 - B. False
33. What is cycle stock?
- A. Active parts that are being used on a cyclical basis.
 - B. *Active parts that are being used each day*
 - C. Active parts that are used during peak periods.



34. What three documents are always checked during the receiving process?
- A. *Packing List, Bill of Lading, Advanced Shipping Notice*
 - B. Packing List, Sortation Order, Advanced Shipping Notice
 - C. Packing List, Advanced Shipping Order, Vendor Notification
35. What one thing must you always do to make a trailer safe to enter?
- A. Ensure the trailer is well lighted.
 - B. *Ensure the trailer wheels are chocked.*
 - C. Ensure the load has been properly “squared out.”
36. Crossdocking is:
- A. Moving trailers to different docks to ensure efficient use of transportation.
 - B. *Moving goods received from the supplier into the warehouse and directly across the warehouse to an opposite dock for transportation to the customer.*
 - C. Assigning teams to move goods from one dock to the one next to it to ensure goods are rapidly shipped to the customer.
37. Flow-through is:
- A. Movement of goods directly through the warehouse without stopping for further processing.
 - B. Movement of goods through the warehouse in the most efficient manner.
 - C. *Movement of goods through the warehouse with value added such as price tags or labels being attached.*



38. The Batch Picking Method is:
- A. One Picker per area selecting one type of product
 - B. *One Picker per group of orders*
 - C. One Picker per order
39. The Zone Picking Method is:
- A. *One Picker per area selecting one type of product*
 - B. One Picker per group of orders
 - C. One Picker per order.
40. What is a Pick List?
- A. A document generated by a shipper to consign a load to a carrier.
 - B. An itemized list of merchandise in a shipment
 - C. *An itemized list of items to be removed from storage to fill an order.*
41. What is a Bill of Lading?
- A. An itemized list of merchandise in a shipment.
 - B. *A document generated by a shipper to consign a load to a carrier.*
 - C. An itemized list of items to be removed from storage to fill an order.
42. What is a Packing List?
- A. An itemized list of items to be removed from storage to fill an order.
 - B. A document generated by a shipper to consign a load to a carrier.
 - C. *An itemized list of merchandise in a shipment.*



43. When using a scanner, what information must be scanned in when you have put the merchandise in its proper location?
- A. Item quantity and location address.
 - B. Item code and item quantity.
 - C. *Item code and location address.*
44. Three elements of a positive image are:
- A. A clean car, attitude, personal appearance.
 - B. *Attitude, communications style, personal appearance.*
 - C. Personal appearance, a clean car, hanging out with the right crowd.
45. The most important factor in personal safety is:
- A. A sound safety plan
 - B. Good equipment design
 - C. *Attitude*
46. The most frequently injured parts of the body are:
- A. Arms, fingers, neck
 - B. Arms, hands, legs
 - C. *Arms, hands, fingers*
47. Once a lock and tag have been placed on a piece of electrical equipment, it may be removed by:
- A. A supervisor.
 - B. *The person who applied the lock and tag.*
 - C. Anyone trained to remove it.



48. What should you do if you are going to be late for an interview and there is nothing you can do about it?
- A. Nothing if you are going to be less than fifteen minutes late.
 - B. Apologize when you arrive and have a good excuse for being late.
 - C. *Call the interviewer, explain, and offer to reschedule the interview.*
49. What is safety stock?
- A. Inventory, stock such as safety equipment and supplies.
 - B. Inventory, stock that must be given special handling to ensure safe delivery.
 - C. *Inventory used to prevent fluctuations or changes in supply and demand.*
50. When using a laser scanner care should be taken not to look into the laser or point the scanner at another person.
- A. *True*
 - B. False