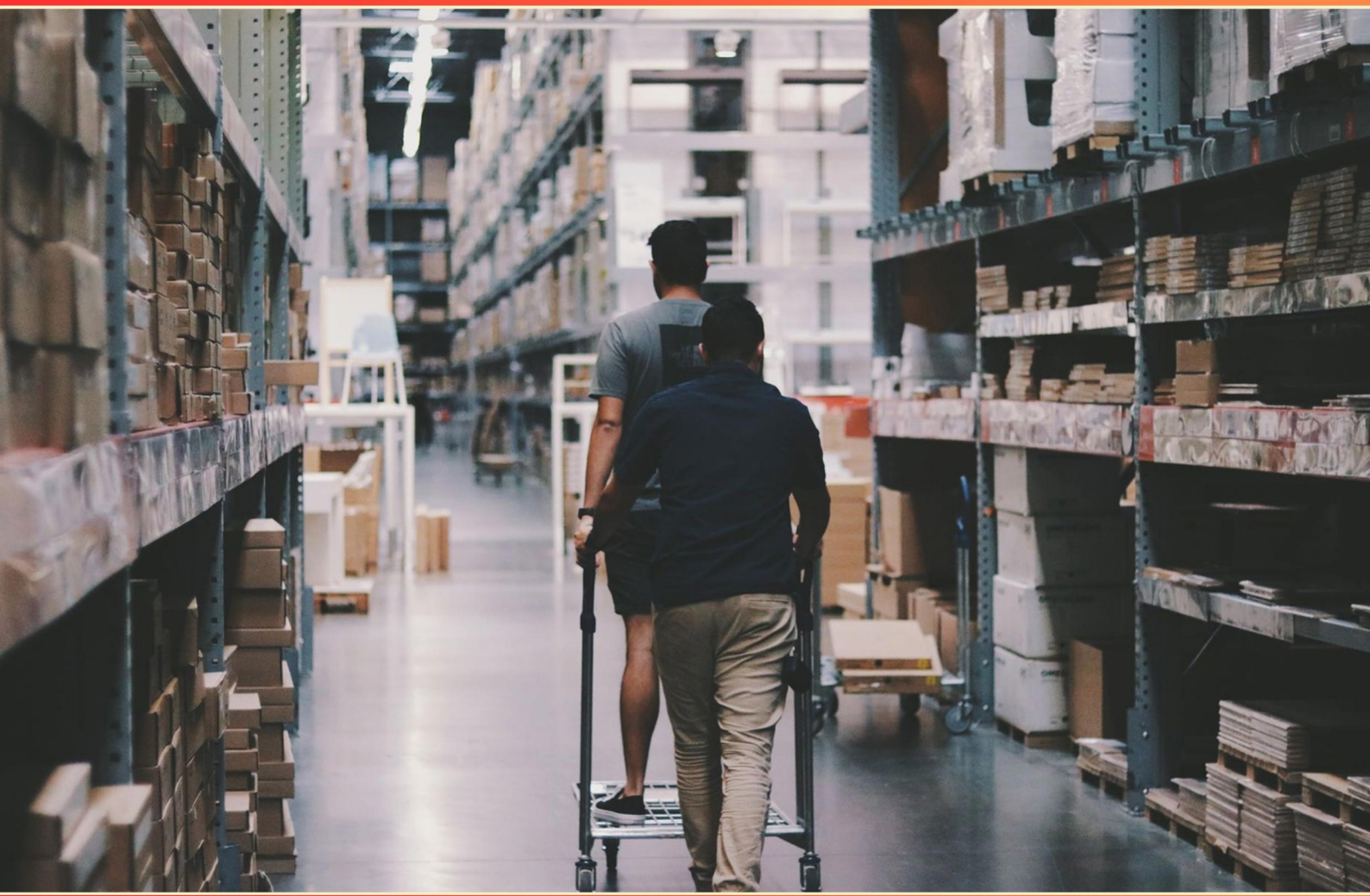
UPS ON-JOB-SUPERVISION (OJS) CERTIFICATION PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

https://upsojs.examzify.com

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright 1

Table of Contents 2

Introduction 3

How to Use This Guide 4

Questions 5

Answers 8

Explanations 10

Next Steps 15

SAMPLE

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.

SAMPLE

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!

SAMPLE

Questions

SAMPLE

1. During final inspection, what outcome indicates compliance?

A. The load aligns with manifest and shows no damage

B. The load is under-quantified but undamaged

C. The load has cosmetic damage but quantity is exact

D. The load has damaged items and extra goods

2. Which statement combines scanning the package and listening for a confirmation tone during HazMat handling?

A. Press F3 to select HAZ function, scan the package listening for confirmation tone.

B. Scan the package without selecting HAZ function.

C. Inspect the label by sight only.

D. Place the package and ignore prompts.

3. 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.

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

A. Missing items

B. More items than planned

C. Incorrect packaging

D. Missing labels

5. Which statement best defines a defect in UPS lean six-sigma terms within the package sort process?

A. A deviation from the planned route is logged as a defect.

B. An incorrect or missing step or misrouted package.

C. A delay caused by high volume is a defect.

D. A completed task is a defect if it takes longer than standard.

SAMPLE

6. What constitutes a standard work combination in an inbound dock operation?

A. The standard sequence of inbound tasks, the method for each task, and the time allocated for each step.

B. A random mix of tasks assigned by each supervisor.

C. A high-level goal with no specified tasks.

D. A schedule for outbound shipments only.

7. 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

8. What is the purpose of blocking and bracing Hazardous Materials?

A. To prevent movement in transit.

B. To decorate the pallet.

C. To reduce weight.

D. To segregate HazMat from non-HazMat.

9. Incompatibles such as wooden crates and grouped tires should be handled how?

A. Incorporate into package walls and lock in with other packages.

B. Leave them loose on top.

C. Place them outside the shipment.

D. Discard.

10. Which equipment is explicitly mentioned for loading operations?

A. Loader 20 or 24

B. Forklift only

C. Elevator system

D. Conveyor belt

SAMPLE

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. During final inspection, what outcome indicates compliance?

A. The load aligns with manifest and shows no damage

B. The load is under-quantified but undamaged

C. The load has cosmetic damage but quantity is exact

D. The load has damaged items and extra goods

Compliance is shown when the actual load exactly matches the manifest and there is no damage. The manifest serves as the official record of what should be loaded—the items, their quantities, and their condition—so final inspection verifies both that everything present aligns with that record and that nothing is damaged. If the load is under-quantified, there's a mismatch between what was documented and what's on the truck, which signals non-compliance. If there's cosmetic damage but the quantity is exact, damage exists, which violates the no-damage requirement. If items are damaged and there are extra goods, both the condition and the quantities are off, also non-compliant.

2. Which statement combines scanning the package and listening for a confirmation tone during HazMat handling?

A. Press F3 to select HAZ function, scan the package listening for confirmation tone.

B. Scan the package without selecting HAZ function.

C. Inspect the label by sight only.

D. Place the package and ignore prompts.

In HazMat handling, you must switch into HazMat mode before scanning so the system routes the data correctly and provides immediate feedback that the action is recognized. Pressing F3 to select the HAZ function puts the scanner into the HazMat workflow. Then scanning the package and listening for the confirmation tone confirms that the scan was accepted and that you're operating in the HazMat mode. This combo ensures the package is logged properly and you get real-time assurance of a successful scan. Scanning without enabling HazMat won't engage the HazMat workflow, inspecting the label by sight alone ignores the encoded data, and proceeding while ignoring prompts could bypass necessary safety checks and documentation.

3. 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.

SAMPLE

4. 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.

5. Which statement best defines a defect in UPS lean six-sigma terms within the package sort process?

A. A deviation from the planned route is logged as a defect.

B. An incorrect or missing step or misrouted package.

C. A delay caused by high volume is a defect.

D. A completed task is a defect if it takes longer than standard.

In Lean Six Sigma, a defect is any output that does not conform to the required specifications of the process. For the package sort process, the specification is that each package must be routed to the correct destination and processed through the defined steps in the right order. An incorrect or missing step or a misrouted package directly violates that specification, producing nonconforming output. That's why it's considered a defect. Delays caused by high volume and tasks taking longer than standard are about timing and efficiency (performance issues), not about producing the wrong output, so they don't define a defect in this context.

6. What constitutes a standard work combination in an inbound dock operation?

A. The standard sequence of inbound tasks, the method for each task, and the time allocated for each step.

B. A random mix of tasks assigned by each supervisor.

C. A high-level goal with no specified tasks.

D. A schedule for outbound shipments only.

The main idea behind standard work is to specify exactly how work is done, in what order, and how long each part should take. In an inbound dock operation, the standard work combination brings together three elements: the sequence of inbound tasks, the method or technique used to perform each task, and the time allocated for each step. When these three parts are defined together, the process becomes predictable, repeatable, and efficient. This option is the best because it encapsulates all three components: the order in which tasks are performed, the way each task is carried out, and the time allotted to each step. That combination creates a stable workflow, helps reduce variability, supports training and auditing, and makes it easier to balance workload among workers. The other choices don't fit standard work. A random mix by supervisors lacks consistency. A high-level goal with no specified tasks leaves you without actionable instructions. A schedule focused only on outbound shipments ignores inbound operations altogether.

SAMPLE

7. 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.

8. What is the purpose of blocking and bracing Hazardous Materials?

A. To prevent movement in transit.

B. To decorate the pallet.

C. To reduce weight.

D. To segregate HazMat from non-HazMat.

Blocking and bracing Hazardous Materials is about keeping the load from shifting during transit. By securing pallets and packages, you prevent forward, backward, and lateral movement that could cause leaks, rupture, or damage if the vehicle brakes, accelerates, or corners. This stability protects people, the environment, and the cargo, and it helps meet safety regulations that require hazmat loads to be immobilized during transport. The other choices miss the point: blocking and bracing isn't about decoration, weight reduction, or segregating hazmat from non-hazmat—the securing is specifically to prevent movement.

9. Incompatibles such as wooden crates and grouped tires should be handled how?

A. Incorporate into package walls and lock in with other packages.

B. Leave them loose on top.

C. Place them outside the shipment.

D. Discard.

Incompatibles must be secured so they cannot move or come into contact with other items during transit. Incorporating items like wooden crates and grouped tires into the interior structure of the package and locking them in with other packages creates a stable, contained unit. This containment reduces the risk of shifting, damage, or potential reactions, and follows standard packaging practice that keeps incompatible items securely restrained. Leaving them loose, placing them outside the shipment, or discarding them would fail to provide the necessary protection and containment.

SAMPLE

10. Which equipment is explicitly mentioned for loading operations?

A. Loader 20 or 24

B. Forklift only

C. Elevator system

D. Conveyor belt

Loading operations require equipment that the procedure explicitly approves for the task. The material you're studying names Loader 20 and Loader 24 as the equipment designated for loading operations, so these are the only devices specifically called out for that function. This explicit naming matters because it shows exactly what is sanctioned for the job, ensuring proper training, safety, and compatibility with the loads being moved. Other devices like a forklift, an elevator system, or a conveyor belt may play roles elsewhere in the process or are not singled out for loading in the referenced guidance, so they aren't the cited equipment for this task.

SAMPLE

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!

SAMPLE