



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

**CENTRE FOR ENTERPRISE DEVELOPMENT
CATS PROGRAMME**

QUALIFICATION: CERTIFICATE IN BUSINESS PROCESS MANAGEMENT	
QUALIFICATION CODE: 21 CABM	LEVEL: 5
COURSE CODE: ISM521C	COURSE NAME: INTRODUCTION TO SUPPLY CHAIN MANAGEMENT
SESSION: JULY 2018	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100
SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms. Gloria Tshoopara
MODERATOR:	Ms. Hilma Kotti

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers clearly.4. This paper consist of Section A & B (5 Questions)

THIS QUESTION PAPER CONSISTS OF 5 PAGES (Including this front page)

SECTION A MULTIPLE CHOICE QUESTIONS AND = 32 Marks

Multiple Choices

	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>
<u>1.1</u>					
<u>1.2</u>					
<u>1.3</u>					
<u>1.4</u>					
<u>1.5</u>					
<u>1.6</u>					
<u>1.7</u>					
<u>1.8</u>					
<u>1.9</u>					
<u>1.10</u>					
<u>1.11</u>					
<u>1.12</u>					
<u>1.13</u>					
<u>1.14</u>					
<u>1.15</u>					
<u>1.16</u>					

THE END

SECTION A

(32 Marks)

Multiple choice questions

Question 1

Write the number and the corresponding letter of the correct answer, e.g. 1.1. a.

- 1.1. Which of the following is not a barrier to supply chain management? (2 marks)
- a) all are barriers
 - b) regulatory and political considerations
 - c) lack of top management commitment
 - d) reluctance to share, or use, relevant data
 - e) incompatible corporate cultures
- 1.2. Logistics clearly contributes to _____ and _____ utility. (2 marks)
- a) time; place
 - b) form; time
 - c) place; form
 - d) possession; time
 - e) none of the above
- 1.3. Landed costs refer to: (2 marks)
- a) a price that includes both the cost of the product plus transportation to the buyer
 - b) a product that is shipped via surface transport
 - c) a product that is quoted cash on delivery (COD)
 - d) a prepaid shipment
- 1.4. Buyer is dominant when? (2 marks)
- a) Many sources of suppliers
 - b) Globalization
 - c) High switching cost
 - d) All of the above
- 1.5. Inventory turnover can be calculated by: (2 marks)
- a) adding beginning and ending inventory; divide by two
 - b) dividing the cost of goods sold by average inventory
 - c) dividing average inventory by the cost of goods sold
 - d) multiplying average inventory by 1.5
 - e) none of the above
- 1.6. The bullwhip effect: (2 marks)
- a) is an ineffective way to motivate warehouse employees
 - b) refers to variability in demand orders among supply chain participants
 - c) applies to rodeos and has nothing to do with supply chain management
 - d) refers to the "swaying" motion associated with triple trailers

- 1.7. Companies hold stock to (2 marks)
- a) Minimize stockholding costs
 - b) To buffer against the unknown
 - c) Forecast inventory
 - d) All of the above
- 1.8. Which of the below is not a reason for holding stock (2 marks)
- a) To meet demand and supply
 - b) Minimize stock holding cost
 - c) Economies of scale
 - d) All of the above
- 1.9. Which of the below defines information power? (2 marks)
- a) Power holder is well informed
 - b) Power holder is in possession of new and/or updated information
 - c) The power holder has the legitimate right
 - d) All of the above
- 1.10. Power shift in supply chain can be caused by? (2 marks)
- a) Emergence of giant manufacturers
 - b) Globalization
 - c) Focus on distribution cost
 - d) All of the above
- 1.11. Demand chain represents? (2 marks)
- a) Demand identification and/or creation
 - b) Value for money
 - c) Demand fulfillment
 - d) All of the above
- 1.12. Seller is dominant when? (2 marks)
- a) Many sources of suppliers
 - b) Globalization
 - c) High switching cost
 - d) All of the above
- 1.13. Which of the below defines expert power? (2 marks)
- a) Power holder is well informed
 - b) Power holder is in possession of new and/or updated information
 - c) The power holder has the legitimate right
 - d) All of the above
- 1.14. Which of the below is/are characteristic/s of the supply chain? (2 marks)
- a) Inventory
 - b) Landed cost
 - c) Real time two way information flow
 - d) All of the above

- 1.15. SC management benefits is/are? (2 marks)
- a) Provide the competitive advantage for a business.
 - b) Inventory costs are reduced, profit and the service fulfilment increases
 - c) Obtain reduced lead times and improved total costs/service.
 - d) All of the above

- 1.16. Consumers are empowered by? (2 marks)
- a) Integrated SC
 - b) Inventory visibility
 - c) All of the above
 - d) Access to supply source

Sub-total: 32 marks

SECTION B (68 Marks)

Structured Questions

Question 2

- 2.1 Differentiate between effectiveness and efficiency? (4 marks)
- 2.2 Define Supply Chain Management? (4 marks)
- 2.3 List any 3 elements of inbound and outbound logistics? (6 marks)

Sub-total: 14 marks

Question 3

- 3.1 Discuss any 5 advantages and disadvantages of globalization. (10 marks)
- 3.2 Explain five reasons of holding inventory (10 marks)

Sub-total: 20 marks

Question 4

Discuss the importance of supply chain management to the society. (14 marks)

Sub-total: 14 marks

Question 5

Everyone is talking about the benefits of purchasing through the Internet. What are these? How will e-procurement affect wider operations? What other changes will there be in the future? (20 marks)

Sub-total: 20 marks

Total: 100 marks

THE END