



**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: JUNE 2018	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
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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 6 PAGES (Including this front page)

SECTION B/C MULTIPLE CHOICE QUESTIONS AND TRUE/FALSE (24+14)= 38 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>					

TRUE/FALSE

	<u>True</u>	<u>False</u>
<u>13.</u>		
<u>A</u>		
<u>B</u>		
<u>C</u>		
<u>D</u>		
<u>E</u>		
<u>F</u>		
<u>G</u>		

THE END

SECTION A

Question 1

(12 x 2 marks= 24 marks)

Use the answer sheet provided by making a cross (x) to answer the below statements

1.1 Supply chain represents? (2 marks)

- a) Demand identification and/or creation
- b) Demand fulfillment
- c) Value for money
- d) All of the above

1.2 Which of the below is not a part of the R's in supply chain (2 marks)

- a) right terms and conditions
- b) Right profits
- c) Right source
- d) All of the above

1.3 Global markets becomes a barrier to global supply chains, because?(2 marks)

- a) Trade agreements in place
- b) Labor cost
- c) Wastage
- d) All of the above

1.4 Power shift in supply chain has shifted from? (2 marks)

- a) Retailers-Manufacturer-consumer
- b) Manufacturer-Retailers-Consumer
- c) Consumer-Retailers-Manufacturer
- d) All of the above

1.5 Cooperative supply chain relationships developed to enhance the overall business performance of both parties is a definition of: (2 marks)

- a) third-party logistics
- b) supply chain collaboration
- c) dovetailing
- d) relationship marketing

1.6 Which of the below is a driving force for the changing business landscape? (2 marks)

- a) Integration
- b) Collaboration
- c) Globalization
- d) All of the above

1.7 Speculative stock aims to; (2 marks)

- a) Buffer against uncertainty
- b) Satisfy demand during lead times
- c) Buffer against supply fluctuations
- d) All of the above

1.8 Which element refers to the supply chain's ability to respond to unplanned orders in larger or smaller amounts than expected or earlier than expected? (2 marks)

- a) reliability
- b) responsiveness
- c) flexibility
- d) costs
- e) asset management

1.9 Supply chain relationship are likely to succeed when? (2 marks)

- a) Power holder are well informed
- b) Members focuses on lowering their operation cost at all cost
- c) Members share risks and rewards alike.
- d) All of the above

1.10 "How well a company does what it says it's going to do" represents _____ (2 marks)

- a) efficiency
- b) productivity
- c) leading edge logistics
- d) effectiveness

1.11 Inventory management aims at; (2 marks)

- a) Minimizing stock holding cost
- b) Increase customer service levels
- c) Forecast inventory
- d) All of the above

1.12 Which of the following is not a routine occurrence in global supply chains? (2 marks)

- a) documentation errors
- b) incomplete shipments
- c) packaging errors
- d) failure to follow order guidelines
- e) all of the above are routine occurrences

Sub-Total: 24 marks

1.13 TRUE OR FALSE

Use the answer sheet provided by making a cross (x) to answer the below statements

- a) Customers are not included as part of supply chains.
- b) Logistics is only concerned with forward flows, that is, those directed towards the point of consumption.
- c) The purpose of logistics is to maximize customer service.
- d) Logistical principles apply only to for-profit organizations.
- e) Physical distribution is synonymous with materials management.
- f) Inventory management represents the most costly logistics activity in many organizations.
- g) Supply chain integration tends to be more challenging in global, as opposed to domestic, supply chains.

Sub-Total: 14 marks

SECTION B

Question 2

2.1 List the 4 key foundations for an effective Supply Chain Management and provide an example for each? (8 marks)

2.2 Name any 5 key activities/elements of Supply Chain Management? (5 marks)

2.3 Mention four dimensions (characteristics) of international environment? (4 marks)

Sub-Total: 17 marks

Question 3

Consumers nowadays enjoy good customer services and they share their opinions with the suppliers regarding the quality of the products offered to them. Discuss five driving forces of behind the changing business forces or power shift from suppliers to retailers. (10 Marks)

Sub-Total: 10 marks

Question 4

How important is logistics to the national economy? What proportion of employment and gross domestic product is due to logistics? How has this proportion changed overtime? (15 marks)

Sub-Total: 15 marks

Question 5

Product recalls can have a big impact on a business, both financially and in terms of the impact on the image of the business. Recalls have to be managed well in order to ensure that they do not lead to excessive cost, or have a negative impact on an organisation's reputation.

Johannesburg - Tiger Brands, on behalf of its division Enterprise Foods, has committed to recalling products that are identified with listeriosis outbreak. The foods that are linked to listeria: Enterprise Russians, Rainbow Chicken polony and Enterprise polony.

What is your understanding of the reverse logistics concept? Discuss the financial impact incurred as a result of the recall of the abovementioned products? (20 marks)

Sub-Total: 20 marks

Total: 100 marks

THE END