



**FACULTY OF COMMERCE; HUMAN SCIENCES AND EDUCATION**

**HAROLD PUPKEWITZ GRADUATE SCHOOL OF BUSINESS**

<b>QUALIFICATION: DIPLOMA IN BUSINESS PROCESS MANAGEMENT</b>	
<b>QUALIFICATION CODE: 06DBPM</b>	<b>LEVEL: 5</b>
<b>COURSE CODE: ISM511C</b>	<b>COURSE NAME: INTRODUCTION TO SUPPLY CHAIN MANAGEMENT</b>
<b>SESSION: JUNE 2023</b>	<b>PAPER: PAPER 1</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 100</b>

<b>FIRST OPPORTUNITY EXAMINATION – QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	<b>Ms. Hilma Nuuyandja</b>
<b>MODERATOR:</b>	<b>Ms. Gloria Tshoopara</b>

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Write clearly and neatly.</li><li>3. Number the answers clearly.</li></ol>

**PERMISSIBLE MATERIALS**

1. Examination paper
2. Examination script

**THIS QUESTION PAPER CONSISTS OF 4 PAGES (INCLUDING THIS FRONT PAGE)**

**QUESTION 1: MULTIPLE CHOICE QUESTIONS**

**[2X10]**

- 1.1 What is the primary goal of supply chain management?
  - a) Maximizing profits
  - b) Minimizing costs
  - c) Improving customer satisfaction
  - d) Increasing employee satisfaction
  
- 1.2 Which of the following is not a component of supply chain management?
  - a) Logistics
  - b) Procurement
  - c) Auditing
  - d) Operations
  
- 1.3 What is the main advantage of a pull-based supply chain?
  - a) Lower inventory costs
  - b) Higher flexibility
  - c) Better customer service
  - d) Faster delivery times
  
- 1.4 What is the main disadvantage of a push-based supply chain?
  - a) Higher inventory costs
  - b) Higher flexibility
  - c) Poor customer service
  - d) Slow delivery times
  
- 1.5 Which of the following is not a key performance indicator (KPI) for supply chain management?
  - a) Customer satisfaction
  - b) Inventory turnover
  - c) Employee turnover
  - d) On-time delivery
  
- 1.6 What is the purpose of a supplier evaluation?
  - a) To ensure that suppliers are meeting quality standards
  - b) To ensure that suppliers are delivering goods on time
  - c) To ensure that suppliers are providing competitive prices
  - d) All of the above
  
- 1.7 What is the purpose of a demand forecast?
  - a) To predict the future demand for a product or service
  - b) To analyze past demand for a product or service
  - c) To determine the optimal price for a product or service
  - d) To identify potential customers for a product or service
  
- 1.8 Which of the following is not a key component of a supply chain?
  - a) Transportation
  - b) Warehousing
  - c) Production

d) Advertising

1.9 Company A makes widgets and sells them to Company B, who incorporates some software and other materials to produce gadgets. Company B sells these gadgets to Company C, the end user. Which is the best statement regarding the relationship among Companies A, B, and C?

- a) Company B is upstream from Company A.
- b) Company C is downstream from both Company A and Company B.
- c) Company A is a first tier supplier for Company C.
- d) Company B is a second tier supplier of Company A

1.10 You order a box of pencils from an office supply store and use them one-by-one until they are all gone. The pencils in your possession are:

- a) Transit inventory.
- b) Anticipation inventory.
- c) Safety stock.
- d) Cycle stock

**Sub-total: 20 marks**

## **QUESTION 2**

**STATE WETHER THE FOLLOWING STATEMENTS ARE TRUE OR FALSE**

**[2X15]**

- 2.1 Supply chain management only involves the management of physical goods, not services.
- 2.2 Effective supply chain management can help a company reduce its environmental impact.
- 2.3 Just-in-time (JIT) inventory management is a system in which inventory is ordered and received just in time for production or sale.
- 2.4 Safety stock is the extra inventory held by a business to protect against stockouts.
- 2.5 Inventory turnover ratio is a measure of how quickly a business sells and replaces its inventory.
- 2.6 Outsourcing gives companies room to focus on every aspect of their processes.
- 2.7 Vertical integration is one of the methods that organizations can pursue when attempting to integrate their supply chains.
- 2.8 Supply chain management shifts the focus from dyadic relationships to end-to-end supply chains.
- 2.9 Supply chain integration tends to be more challenging in global, as opposed to domestic, supply chains.
- 2.10 In supply chain organizations, functions must operate independently of each other.
- 2.11 Logistics refers to the set of processes that plans for and controls the efficient and effective transportation and storage of supplies from suppliers to customers.
- 2.12 Transportation logic is the process that plans for and controls the efficient and effective transportation and storage of supplies from suppliers to customers.

- 2.13 The more inventory moves to the downstream from the factory towards the final consumer, the higher the value of the inventory.
- 2.14 Supply chain is a subset of logistics.
- 2.15 Push supply chain systems rely on actual customer demand to trigger production.

**Sub-total: 30 marks**

**QUESTION 3**

- 3.1 Discuss any 5 supply chain challenges? (10 marks)
- 3.2 What is the difference between supply chain integration and supply chain collaboration? (10 marks)
- 3.3 Discuss how can companies overcome the challenges of supply chain integration and collaboration? (10 Marks)
- 3.4 Distinct between Lean and Agile supply chain strategies and discuss the benefits and challenges associated with implementing each of these Supply Chain Strategy? (20 Marks)

**Sub-total: 50 Marks**

**Grand Total: 100 marks**