



PAN AFRICA CHRISTIAN UNIVERSITY
BACHELORS OF BUSINESS LEADERSHIP
END TERM EXAMINATION-ONLINE

DEPARTMENT: BUSINESS

COURSE CODE: CPS 302: LOGISTICS AND SUPPLY CHAIN MANAGEMENT

ANSWER FOUR QUESTIONS ONLY

{10 MARKS EACH}

SECTION A

QUESTION ONE { COMPULSORY}

{10 MARKS}

a) 1. One of the following is a key goal of supply chain management. Which one?

- a) Enhancing customer satisfaction
- b) Reducing efficiency
- c) Slowing down deliveries
- d) Increasing costs

2. Which transportation mode is the most cost-effective for bulk cargo over long distances?

- a) Air
- b) Road
- c) Pipeline
- d) Rail

3. Which of the following is a primary objective of logistics?

- a) Reducing transportation costs
- b) Increasing the number of suppliers

- c) Minimizing inventory levels
- d) Ensuring the right product reaches the right place at the right time

4. One of the following is not a critical function of logistics. Which one?

- a) Transportation
- b) Advertising
- c) Inventory Management
- d) Warehousing

- b) Zore manufacturing company relies on a single supplier for critical components, but recent supply chain disruptions have caused delays. Advise the company's supply chain manager on **three** ways he should put in place to mitigate the current problem from reoccurring in the future **(6mks)**

SECTION B: ANSWER THREE QUESTIONS ONLY

{10 MARKS EACH}

QUESTION TWO

10 MARKS

- a) Discuss **two** benefits you would derive from Just-in-Time inventory management as a business owner **(2mks)**
- b) Explain any **two** of the five key management processes under supply chain operations reference model **(4mks)**
- c) Explain the significance of effective supply chain management system to an organization **(4mks).**

QUESTION THREE

10 MARKS

- a) Giving examples, explain **two** challenges you are likely when engaging in global supply chain management **(4mks)**
- b) James is the material manager in Uwezo company limited. Explain **three** roles he plays in that capacity **(6mks)**

QUESTION FOUR

10 MARKS

- a) Giving an example in each case, differentiate between fixed and variable costs in supply chain management (4mks)
- b) Explain **three** ways you would use time to help meet your customer needs better and add more value to increase their satisfaction (6 mks)

QUESTION FIVE

10 MARKS

- a) Highlight **two** disadvantages of partnerships in supply chain management (2mks)
- b) XYZ company set up a vendor managed inventory system. Describe **two** potential problems the company is likely to face (4mks)
- c) You were asked to give a presentation on **four** most common customer service complaints in supply chain management (4mks)

QUESTION SIX

10 MARKS

- a) Many businesses are using the current technology in their procurement processes and reaping huge benefits. Outline **two** of these benefits (2mks)
- b) Describe **four** types of supply chain strategies you would adopt for your organization for its success (4mks)
- c) There are several management approaches to forecasting that will enhance its accuracy and relevance. Explain **two** of them (4mks)

END OF EXAM