

SULIT



**KEMENTERIAN PENDIDIKAN TINGGI
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI**

**BAHAGIAN PEPERIKSAAN DAN PENILAIAN
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI
KEMENTERIAN PENDIDIKAN TINGGI**

JABATAN PERDAGANGAN

PEPERIKSAAN AKHIR

SESI I : 2023/2024

DPP30023: INTRODUCTION TO SUPPLY CHAIN MANAGEMENT

TARIKH : 22 DISEMBER 2023

MASA : 8.30 AM – 10.30 AM (2 JAM)

Kertas ini mengandungi **TIGA (3)** halaman bercetak.

Struktur (4 soalan)

Dokumen sokongan yang disertakan : Tiada

JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIARAHKAN

(CLO yang tertera hanya sebagai rujukan)

SULIT

INSTRUCTION:

This section consists of **FOUR (4)** structured questions. Answer **ALL** questions.

QUESTION 1

- CLO1 a) i) Define supply chain management. [4 marks]
- ii) Give **THREE (3)** importance of supply chain management in business activities. [6 marks]
- CLO1 b) Describe customer service with example. [5 marks]
- CLO1 c) i) Recognize transactional elements of customer service below: [6 marks]
- Pre-transaction elements
 - Transaction elements
 - Post-transaction elements
- ii) Identify service failure in customer service. [4 marks]

QUESTION 2

- CLO1 a) Describe the supply management in the supply chain management. [5 marks]
- CLO1 b) i) Explain insourcing in the supply chain management. [4 marks]
- ii) Elaborate **THREE (3)** advantages of insourcing in the supply chain management. [6 marks]
- CLO1 c) i) Discuss outsourcing in the supply chain management. [5 marks]
- ii) Explain **TWO (2)** disadvantages of outsourcing. [5 marks]

[5 marks]

QUESTION 3

- CLO2 a) Examine independent demand in the supply chain management. [10 marks]
- CLO2 b) Ascertain **FOUR (4)** types of inventories in the supply chain management. [4 marks]
- CLO2 c) i) Elaborate down forecasting. [3 marks]
- ii) Write the forecasting techniques under: [3 marks]
- Market Surveys
 - Delphi Method
- [5 marks]

QUESTION 4

- CLO1 a) Identify **FIVE (5)** key activities in the logistics management. [5 marks]
- CLO1 b) i) Discuss Just-in-Time (JIT) in the supply chain activities. [5 marks]
- ii) Explain **TWO (2)** disadvantages of using Just-in-Time (JIT). [5 marks]
- CLO1 c) i) Elaborate green logistics in current business practice. [5 marks]
- ii) Interpret an electronic commerce in the supply chain perspective.