

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 II : 2023/2024

DPP30023: INTRODUCTION TO SUPPLY CHAIN MANAGEMENT

TARIKH : 28 MEI 2024

MASA : 2.30 PETANG – 4.30 PETANG (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** of the questions.

QUESTION 1

CLO1 (a) Describe any **FOUR (4)** major management processes in the Supply Chain Operations Reference (SCOR) model.

[10 marks]

(b) List down any **FIVE (5)** recovery strategies in customer service.

[5 marks]

(c) Describe **FOUR (4)** multifunctional dimensions of customer service.

[10 marks]

QUESTION 2

CLO1 (a) Describe outsourcing or buy-decision in supply chain management.

[5 marks]

(b) Discuss **FOUR (4)** disadvantages of outsourcing or buy-decision.

[10 marks]

(c) Supply chain collaboration helps to promote strong supplier relationship. Collaborative relationship is an example of strategic partnership in the supply chain management. Explain collaborative relationship.

[10 marks]

QUESTION 3

- CLO2 (a) Managing demand is vital in inventory management. It helps company to have proper planning towards the planning of inventory in the production. Write **TWO (2)** categories of demand in the supply chain management. [5 marks]
- (b) With appropriate examples, write about of Economic Order Quantity (EOQ) and Reorder Point (ROP) in manufacturing industries. [10 marks]
- (c) Forecasting is one of the important activities in the supply chain management. Provide **TWO (2)** importance of forecasting. [10 marks]

QUESTION 4

- CLO1 (a) State the practice of Just in Time (JIT) in supply chain activities. [5 marks]
- (b) Explain any **FOUR (4)** key activities in logistics management. [10 marks]
- (c) Elaborate on a sustainable supply chain below:
- i. Green logistics [5 marks]
 - ii. Halal logistics [5 marks]

END OF QUESTION