

SULIT



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

JABATAN PERDAGANGAN

PEPERIKSAAN AKHIR

SESI II: 2021/2022

DPP30023: INTRODUCTION TO SUPPLY CHAIN MANAGEMENT

TARIKH : 29 JUN 2022

MASA : 2.30 PETANG – 4.30 PETANG (2 JAM)

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

Esei (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)** essay question. Answer **ALL** questions.

QUESTION 1

CLO1
C1 a) Bullwhip Effect can be defined as the demand distortion that travels upstream in the supply chain. Describe **FOUR (4)** causes of Bullwhip Effect in supply chain. [10 marks]

CLO1
C1 b)

| |
|--|
| Customer service is one of the most critical components of the logistics and supply chain management. It is through customer service that customers get a feel of the product and the business that is selling it. |
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i. Define customer service. [3 marks]

ii. With examples, describe transactional elements of customer service. [12 marks]

QUESTION 2

CLO1
C1 a) List **FIVE (5)** factors that influence company in choosing outsourcing. [5 marks]

CLO1
C2 b) Discuss **FOUR (4)** disadvantages of outsourcing. [10 marks]

CLO1
C2 c) Elaborate procurement process in supply chain management. [10 marks]

QUESTION 3

Chick n Fries Lab, previously known as Chicken Pot is a new rebranding fast food restaurant that operates in Klang Valley, Selangor and Ayer Keroh, Melaka. They offer variety of burgers, fried chicken, plentiful side dish and desserts. Based on the past history, they suffered prolonged lost due to misclassification of inventory and its cost. Besides that, they also failed to estimate daily demand and supply. As a solution, Chick n Fries Lab expanding their logistics team. As part of the team, you are required to rebranding Chick n Fries Lab logistics activities.

CLO2
C3

- a) With examples, write **TWO (2)** categories of demand possible in Chick n Fries Lab.

[5 marks]

CLO2
C3

- b) Examine any **TWO (2)** types of inventory cost in Chick n Fries Lab.

[10 marks]

CLO2
C3

- c) In order to solve their poor demand and supply, Chick n Fries Lab is planning to conduct a forecasting. However, they are lack of information regarding forecasting methods. Provide them with the explanation about qualitative and quantitative forecasting methods.

[10 marks]

QUESTION 4

CLO1
C1

- a) Describe Just-in-Time (JIT) in supply chain activities.

[5 marks]

CLO1
C2

- b) Explain any **FOUR (4)** key activities in logistics management.

[10 marks]

CLO1
C2

- c) Explain about sustainable supply chain management.

[10 marks]

END OF QUESTION