

**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 : 2024/2025**

**DPP30023: INTRODUCTION TO SUPPLY CHAIN MANAGEMENT**

**TARIKH : 23 NOVEMBER 2024**

**MASA : 8.30 PAGI - 10.30 PAGI (2 JAM)**

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

Struktur (4 soalan)

Dokumen sokongan yang disertakan : Tiada

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**JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIARAHKAN**

(CLO yang tertera hanya sebagai rujukan)

**SULIT**

**INSTRUCTION:**

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

**QUESTION 1**

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

[10 marks]

- CLO1 (b) Customer service is one of the most critical components in logistics and supply chain management. Explain customer service with an example.

[5 marks]

- CLO1 (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]

- CLO1 (b) Discuss **FOUR (4)** disadvantages of outsourcing or buy-decision.

[10 marks]

- CLO1 (c) Supply chain collaboration helps to promote strong supplier relationship. Collaborative is an example of strategic partnership in supply chain management. Explain collaborative relationship.

[10 marks]

**QUESTION 3**

- CLO2 (a) Write down **TWO (2)** categories of demand in supply chain management.  
[5 marks]
- CLO2 (b) With appropriate example, write about of Economic Order Quantity (EOQ) and Reorder Point (ROP) in manufacturing industries.  
[10 marks]
- CLO2 (c) Forecasting is one of important activity in 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]
- CLO1 (b) Explain any **FOUR (4)** key activities in logistics management.  
[10 marks]
- CLO1 (c) Elaborate sustainable supply chain below:
- i) Green logistics  
[5 marks]
  - ii) Halal logistics  
[5 marks]

**END OF QUESTION**