

**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 PG – 10.30 PG (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)** structured questions.

Answer **ALL** questions.

**QUESTION 1**

- |      |                                                                                                                                                                                                                                                                       |                                        |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| CLO1 | a) i) Define supply chain management.                                                                                                                                                                                                                                 | [4 marks]                              |
|      | ii) Give <b>THREE (3)</b> 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: <ul style="list-style-type: none"> <li>• Pre-transaction elements</li> <li>• Transaction elements</li> <li>• Post-transaction elements</li> </ul> ii) Identify service failure in customer service. | [6 marks]<br><br><br><br><br>[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 <b>THREE (3)</b> advantages of insourcing in the supply chain management. | [6 marks] |
| CLO1 | c) i) Discuss outsourcing in the supply chain management.                               | [5 marks] |
|      | ii) Explain <b>TWO (2)</b> disadvantages of outsourcing.                                | [5 marks] |

**QUESTION 3**

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

**QUESTION 4**

- |      |    |                                                                       |           |
|------|----|-----------------------------------------------------------------------|-----------|
| CLO1 | a) | Identify <b>FIVE (5)</b> 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 <b>TWO (2)</b> 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. | [5 marks] |