

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)**

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: <ul style="list-style-type: none">• Pre-transaction elements• Transaction elements• Post-transaction elements | [6 marks] |
| | | 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] |

QUESTION 3

- | | | | |
|------|----|--|------------|
| CLO2 | a) | Examine independent demand in the supply chain management. | [5 marks] |
| CLO2 | b) | Ascertain FOUR (4) 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 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. | [5 marks] |