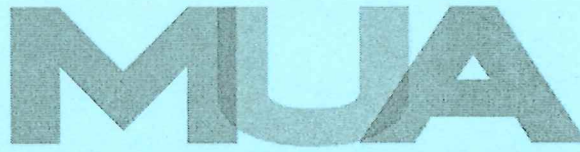**The
Management
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MUA

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POSTGRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DEGREE OF MASTER OF BUSINESS ADMINISTRATION

MBA 504:   SUPPLY CHAIN MANAGEMENT

DATE: 27TH JULY 2022

DURATION: 3 HOURS

MAXIMUM MARKS: 60

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains FOUR (4) questions.
4. Question **ONE** is compulsory.
5. Answer any other **TWO** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **15 MARKS** each.
7. **Write all your answers in the Examination answer booklet provided.**

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow

ROLE OF INFORMATION SYSTEMS IN SUPPLY CHAIN MANAGEMENT

The basis of the SCM approach lies in information and communication technologies. Information and communication technology is a good solution to problems arising from the complexity of buyer-supplier and supplier-supplier systems and SCM. Information technology is a globally competitive tool for data collection, data processing through a process of conversion of knowledge, information storage and transmission to users, when required. Information technology includes computer-based hardware, software, communications and all the interface elements. For healthy management of this process, information technology should be compatible among members of the supply chain; procedures should be determined with each other. In the supply chain processes, information technologies such as radio frequency identification (RFID), electronic data interchange (EDI), barcode are being used. RFID is the common name for technologies used to identify objects with radio waves. A large part of supply chain applications can be traced with RFID technology. The use of barcode and data matrix systems provides convenience in warehouse management systems. The results of a survey show that in supply chain and logistics processes, the use of RFID technology is still low despite the widespread use of EDI and enterprise resource planning (ERP) systems. EDI is transfer of business data from a standard computer to the other partner's computer application. Most importantly, EDI imposes a one-to-many architecture for communications between supply chain members. For EDI it is necessary to have EDI standards, the conversion software and the ability to communicate. EDI permits the electronic exchange of inventory information, purchase orders, invoices, and funds transfers to settle accounts Most importantly, EDI imposes a one-to-many architecture for communications between supply chain members. The development of management ISs has created the opportunity for global networking via internet, intranets, and extranets. There are numerous opportunities to expand open systems aspect of hotels. The only

limitation for current and future hospitality managers is their imaginations. Hospitality organizations that use IT capabilities enhance their competitive edge. Customized solutions, business collaboration, and flexible organization structures all provide what the customer is looking for when doing business with a firm. One thing to always remember is that in order for an information technology system to generate a positive return on investment (ROI), it must either reduce costs or increase revenue in some quantifiable way. While a hospitality professional may not remember everything about detailed ROI calculations. Even though the characteristics of information technology used by businesses are different, nowadays, the internet makes it largely possible to share information among companies. Naturally, supply chain applications become web-based applications.

REQUIRED

a) Supply chain benefits could be achieved by excelling in four core information technology tools. Evalate five of these supply chain tools highlighted in the case study. **(15 marks)**

b) From the case study, for healthy management of the supply chain process, information technology should be compatible among members of the supply chain. Discuss five challenges encountered during I.T implementation in supply chain **(15 marks)**

QUESTION TWO

a) Assess five key factors influencing forecasting in supply chain and management. **(10 marks)**

b) Companies attempt to deal with supply chain uncertainties in a number of ways, Discuss five Key drivers for utilizing third-party logistics **(5 marks)**

QUESTION THREE

a) Agile supply chain aims to develop a flexible and reconfigurable network with partners to share competencies and market knowledge in order to survive and prosper. Analyze five foundations/principles of Agility supply chains.

(10 marks)

b) Examine five effects of inaccurate forecasting **(5 marks)**

QUESTION FOUR

a) Discuss five requirements for effective implementation of e-procurement and its challenges **(5 marks)**

b) Green supply chain is a process of using environmentally friendly inputs and transforming the inputs through change agents, by which products can be improved and recycled. Explain five principles of green supply chain management. **(10 marks)**