



SUPPLY CHAIN MANAGEMENT

December 2021

Time allowed

Three hours

Instructions

- Write the question number next to each answer in your answer booklet.
- You are not required to rewrite the question in your answer booklet.
- Ensure that you pay particular attention to words in **bold**.

Information

- Different questions may carry a different number of marks.
- Marks for each question are shown in [].

Advice

- Read each question carefully before you start to answer it.
- Use the full time permitted and check all your answers.

Materials

- Notes or books are not permitted.
- Non-programmable calculators are permitted.



ICM

ANSWER ANY FIVE QUESTIONS FROM THE FOLLOWING EIGHT QUESTIONS

1. Explain **ten** potential causes of long cycle times in a retail sector supply chain. [20 marks]
2. Explain the content of a worksheet that can be used in developing an understanding of a supply chain process. [20 marks]
3. Explain **ten** factors that a supply chain member will consider when a new organisation wants to join the supply chain partnership. [20 marks]
4. Discuss the actions that can be taken by an organisation to promote environmental sustainability across **four** areas of their business. [20 marks]
5. Explain the ways in which investors can assess the effectiveness of a supply chain's performance. [20 marks]
6. Explain each of the following methods of resolving disputes in a supply chain:
 - (a) Arbitration [5 marks]
 - (b) Mediation [5 marks]
 - (c) Mini-trial [5 marks]
 - (d) Rent-a-judge [5 marks]
7. Discuss the risks that international logistics operators will encounter in a globalised market. [20 marks]
8. Describe the categories of costs that an international supply chain will encounter during the supply chain process. [20 marks]

END OF QUESTIONS