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# SUPPLY CHAIN MANAGEMENT

June 2019

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## 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

- No other computer equipment, notes or books are permitted.
- For those exams for which numeracy skills are required:
  - a) Non-programmable calculators are permitted.
  - b) Data tables are included at the back of the paper.



**ANSWER FIVE QUESTIONS FROM EIGHT.**

1. Explain **ten** specific technologies that can be used for an effective supply chain management decision support system. [20 marks]
2. Explain **three** key benefits of interorganisational supply chain collaboration. [20 marks]
3. (a) Briefly explain the concept of **cycle time**. [2 marks]  
(b) Explain **six** stages involved in a process intended to reduce cycle times. [18 marks]
4. Supply chains typically make **four** fundamental errors when determining their information requirements. Explain **each** of these. [20 marks]
5. Explain the balanced scorecard approach to assessing the performance of a supply chain. [20 marks]
6. Discuss **five** ways in which trust can be developed between supply chain members. [20 marks]
7. Identify and explain:  
(a) the **three** vertical elements of the supply chain development model [8 marks]  
(b) the **four** horizontal elements of the model [12 marks]
8. (a) Explain the term **benchmarking**. [4 marks]  
(b) Explain the **eight** steps in the typical benchmarking process. [16 marks]

**END OF QUESTIONS**