

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 II : 2022/2023

DPP30023 : INTRODUCTION TO SUPPLY CHAIN MANAGEMENT

TARIKH : 08 JUN 2023

MASA : 8.30 PG – 10.30 PG (2 JAM)

Kertas ini mengandungi **EMPAT (4)** halaman bercetak.

Esei (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)** essay questions. Answer all questions.

QUESTION 1

- CLO1 a) Give any **FOUR (4)** supply chain activities in business practices. [10 marks]
- CLO1 b) i. Describe each transactional elements of customer service [9 marks]
- ii. Give example each of transactional elements of customer service. [6 marks]

QUESTION 2

- CLO1 a) List down **FIVE (5)** factors that influence outsourcing or buy decision. [5 marks]
- CLO1 b) Compare between in-house production and outsourcing. [10 marks]
- CLO1 c) Explain procurement process in supply chain management. [10 marks]

QUESTION 3

CLO2

Chocokies Delicate Enterprise is a manufacturer of various cookies for local market. They keep inventories for production in their warehouse at Mantin, Negeri Sembilan. Following is the costing list for their operation:

Monthly rental for warehouse	:	RM2500
Cost for preparing purchase order	:	RM200
Telephone bill for communicate with potential suppliers	:	RM60
Fuel for transporting goods from supplier to warehouse	:	RM240
Salary and wages of warehouse workers	:	RM4500
Utilities bills for warehouse operation	:	RM750
Labor cost for inspection during arrival	:	RM300
Storage and racking monthly installment	:	RM300

a) Calculate:

- i. Ordering cost
- ii. Holding cost

[5 marks]

CLO2

b) Examine **FOUR (4)** types of inventories with examples in Chocokies Delicate Enterprise.

[10 marks]

CLO2

c) Currently, Chocokies Delicate Enterprise encounters loss due to failure in managing customer demand and supply. They face problem of supply delay and shortage in their production. As a solution, you as their logistics team are required to write any **TWO (2)** types of qualitative forecasting method that are suitable to be conducted by the company in order to avoid poor demand and supply problem.

[10 marks]

QUESTION 4

- CLO1 a) Describe Just-in-Time (JIT) in supply chain activities. [5 marks]
- CLO1 b) Discuss any **FOUR (4)** logistics activities along supply chain management that will help the firm to fulfil their customer's demand. [10 marks]
- CLO1 c) Explain any **TWO (2)** sustainable supply chain management. [10 marks]

END OF QUESTION