



SUPPLY CHAIN MANAGEMENT

September 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. Describe **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) Explain what is meant by the concept of cycle time. [2 marks]
(b) Describe **six** stages involved in a process intended to reduce cycle times. [18 marks]
4. Explain each of the **four** fundamental errors made by supply chains when determining their information requirements. [20 marks]
5. Discuss 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. (a) Describe the **three** vertical elements of the supply chain development model. [8 marks]
(b) Describe the **four** horizontal elements of the supply chain development model. [12 marks]
8. (a) Explain what is meant by the term benchmarking. [4 marks]
(b) Describe the **eight** steps in the benchmarking process. [16 marks]

END OF QUESTIONS