



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF ECONOMICS AND BUSINESS SCIENCES

EXAMINATION PAPER

COURSE CODE : CMA207
COURSE TITLE : SUPPLY CHAIN MANAGEMENT
SPECIAL REQUIREMENTS : None
DURATION : 3 Hours
LEVEL : 2.2
DATE : 13 NOV 2019

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions.
3. Begin each question on a new page.
4. The number of marks for each question or part question is shown in brackets []

Question 1

Evaluate the benefits of the centralized and decentralized purchasing (buying) organization.
Give reference to practical situations. [25]

Question 2

With the aid of examples, identify and explain three different **flows** in supply chain management. [25]

Question 3

Evaluate the significance of the following activities in a supply chain:

- a) Warehousing [5]
- b) Transportation [5]
- c) Sourcing and procurement [5]
- d) Returns Management [5]
- e) Post-Sales Service [5]

Question 4

Evaluate the role of Information Technology in Supply Chain Management. [25]

Question 5

With the aid of a diagram, illustrate and explain components of a hierarchy of customer commitment. [25]

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