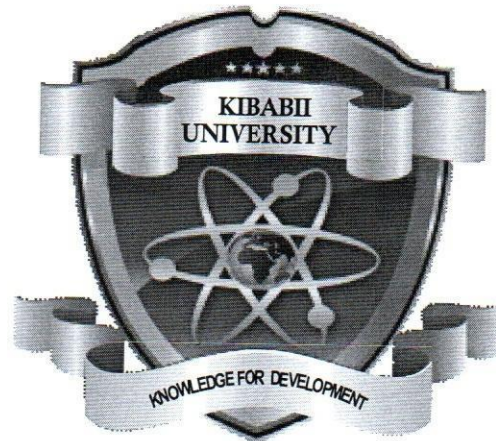


(6)

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR FOURTH YEAR SECOND SEMESTER MAIN EXAMINATION

FOR THE DEGREE OF BACHELOR OF COMMERCE
COURSE CODE: BCP 421
COURSE TITLE: SUPPLY CHAIN PERFORMANCE
MEASUREMENT

DATE: 27/05/2022

TIME: 9.00AM – 11.00AM

INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

TIME: 2 Hours

KIBU observes **ZERO** tolerance to examination cheating

QUESTION ONE

You were recently appointed the procurement manager of Ombwede Company limited, producers of kitchen stools. From your experience as astute Procurement Manager;

- a) Use Carter's 7 model and explain its use in measuring suppliers in the supply chain (14 marks)
- b) Briefly explain 9 procurement performance measurement process (9 marks)
- c) Explain 5 activity areas in an organization where the contribution of procurement function could be measured (5 marks)
- d) What is meant by;
 - i) Benchmarking
 - ii) Supplier performance (2 marks)

QUESTION TWO

- a) Describe how a supplier's performance might affect an organization's product quality. Use examples to support your answer. (10 marks)
- b) Describe the methods of identifying the training needs of a buyer (10 marks)

QUESTION THREE

- a) The benefits of Information Communication Technology permeate across every business function. Practically, discuss FIVE impacts of ICT on procurement and supply performance function (10 marks)
- b) Explain the following terminologies
 - i) Supplier development
 - ii) Vendor rating
 - iii) Supplier selection (10 marks)

QUESTION FOUR

Critically explain how the measurement of performance within the procurement and supply department can contribute to the achievement of the following to the organization;

- a) Increasing profits (10 marks)
- b) Delivering higher quality products (10 marks)

QUESTION FIVE

a) The principle of continuous improvement is common to many businesses since its a culture of developing and improving processes and products over time. Using practical examples, explain 5 strategies used by purchasing department to ensure continuous improvement in the supply chain

(10 marks)

b) Explain the difference between measuring supplier performance and appraisal

(10 marks)