



**RIARA SCHOOL OF BUSINESS**

***NURTURING INNOVATORS***

**SEPTEMBER –DECEMBER 2022 TRIMESTER**

**EXAMINATION FOR DIPLOMA IN BUSINESS MANAGEMENT**

**DAY | PROGRAMME**

**UNIT CODE: RBP 013    UNIT TITLE: SUPPLY CHAIN OPERATIONS MANAGEMENT**

**DATE: 2<sup>ND</sup> DECEMBER 2022**  
**HOURS**

**TIME: 2**

**SPECIAL INSTRUCTIONS**

1. Write your REGISTRATION NO. Clearly on the answer booklet(s).
2. Answer Question One and ANY other TWO questions.
3. Questions in all sections should be answered in answer booklet(s)
4. PLEASE start the answer to EACH question on a NEW PAGE.
5. For the questions, write the number of the question on the answer booklet(s) in the order you answered.
6. Write on both sides of each leaf and indicate number of each question at the top of each page.
7. Write the answers in a paragraph form unless stated otherwise.
8. Marks allocated to each question are shown at the end of the question.
9. All rough work must be done on the answer booklet and crossed through!
10. Use supplementary pages only when you have exhausted those in the book.
11. Fasten the supplementary pages to the inside back cover of the booklet.

### **QUESTION ONE (COMPULSORY – 30 MARKS)**

- a) Make notes on the following: **(12 Marks)**
- i) Operations **(2 marks)**
  - ii) Procurement **(2 marks)**
  - iii) Supply chain management **(3 marks)**
  - iv) Purchasing **(3 marks)**
- b) Discuss the application of Michael Porter’s FIVE forces model in environmental scanning and how they can enhance the strategic role of supply chain in an organization. **(10 marks)**
- c) Supply chain mapping is a modern tool of enhancing supply chain performance. Discuss **(10 marks)**

### **QUESTION TWO**

- a) Evaluate the role of lean production and operations in managing the modern day supply chain in an organization. **(10 marks)**
- b) Outline the principles of Total Quality Management (TQM) as a best business practice in the 21<sup>st</sup> Century **(10 marks)**

### **QUESTION THREE**

- a) Supply chain is comprised of components that drives its operations for the betterment of the organization. Discuss **(10 marks)**
- b) State and explain Five roles of supply chain in enhancing organizational performance **(10 marks)**

### **QUESTION FOUR**

- a) enumerate Five merits of centralized supply chain model **(10 marks)**

b) Highlight Five benefits an organization can accrue from adopting green supply chain practices **(10 marks)**