



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

Department of Management Science

DEPARTMENT OF BUSINESS STUDIES

END OF SEMESTER EXAMS FOR BACHELOR OF COMMERCE

BPC 4404: MEASURING SUPPLY CHAIN PERFORMANCE

CLASS: YEAR FOUR SEMESTER ONE

AUGUST 2019

TIME: 2 HOURS

INSTRUCTIONS:

- Answer question **ONE (Compulsory)** and any other **TWO** questions.
- Marks are allocated and the end of each question

This paper consists of THREE printed pages.

QUESTION ONE (30 MARKS)

a) Measuring and evaluating performance is an essential part of the management process. With examples, explain the purpose of performance measurement and evaluation in purchasing and supply.

(14 marks)

b) With clearly explained examples, discuss the following elements of performance measurement and evaluation:

i) Sequence of cause and effect. (6 marks)

ii) Focus and sequence of evaluation. (6 marks)

iii) Key evaluation indicators. (4 marks)

QUESTION TWO (20 Marks)

a) The act of performance evaluation and measurement has an influence on the way people behave. With examples, discuss how performance measurement and evaluation can impact on the people's behaviour in the purchasing and supplies function (10 marks)

b) Explain the key characteristics of Supply Chain Management which affect the design and the implementation of a performance measurement system for a supply chain. (10 marks)

QUESTION THREE (20 Marks)

a) Currently, there are still many variations in the process to be followed when implementing performance evaluation across the entire supply chain. Clearly explain the main phases of a supplier chain management evaluation process. (12 marks)

b) With the help of a well-articulated example, discuss the behavioural impact of evaluating purchasing performance. (8 Marks)

QUESTION FOUR (20 Marks)

a) Users are not the purchasing and supply's only customers. Identify and explain the other customers of the function, clearly discussing why it is important for the purchasing and supply function to map out its customer base when determining the scope of the evaluation process. (12 marks)

b) Discuss how a manufacturing organization can group its purchases into a single rating using the supply positioning model. (8 Marks)

QUESTION FIVE (20 Marks)

a) Explain how an organization can use the total acquisition cost method in evaluating supplier's performance. (10 marks)

b) Describe how the portfolio approach can be used in assessing the purchasing areas during procurement performance measurement and evaluation. (10 marks)

“WISHING YOU THE BEST OF LUCK”