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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN PROCUREMENT AND SUPPLY CHAIN
MANAGEMENT
CPS 016- PRINCIPLES OF PURCHASING AND SUPPLIES MANAGEMENT.**

Date: 7th December 2022
Time: 8:30am-10:30am

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Purchasing and Supply Chain Management is a critical function in an organization as it will determine whether an organization thrives or fails. Factors including relationships, Customer Satisfaction, Customer delightment and Supply Chain techniques are key drivers for any positive achievement in the Supply Chain function.

- a) List down three functions of the Purchasing and Supply function to an organization. (3 Marks)
- b) State the meaning of the SILO syndrome concept. (2 Marks)
- c) Highlight the meaning of the term "Satisfaction." (2 Marks)
- d) State what Customer delightment entails. (2 Marks)
- e) State what is Purchasing. (2 Marks)
- f) State what is Procurement. (2 Marks)
- g) Highlight the "Initial" activity in the fulfilment of the Purchasing and Supply activity. (3 Marks)
- h) List down two documents that are used in Purchasing and Supply Chain Management. (2 Marks)
- i) Explain what order fulfilment stands for in Customer Satisfaction context. (2 Marks)
- j) What is a Specification in Supply Chain Management? (2 Marks)
- k) List two areas to check on when receiving incoming materials. (2 Marks)
- l) State what is a Business dispute giving one example. (2 Marks)
- m) Elaborate what Green Issues represent with one example. (2 Marks)
- n) Expound on what Ethics represent in the business world. (2 Marks)

QUESTION TWO (20 MARKS)

Logistics is classified into two phases, inbound logistics and outbound logistics.

- a) With an example, discuss what "Inbound Logistics represents. (3 Marks)
- b) Elaborate what "Outbound Logistics represents with one example logistics of a related activity. (3 Marks)
- c) Demonstrate what is quality by the use of the Ishikawa fishbone diagram. (4 Marks)

QUESTION THREE (20 MARKS)

For the success of the purchasing and supply function, three sections must work together as a Chain or an integrated system. The sections are purchasing, Warehousing and Transport.

- a) Elaborate what the term “Chain” represents. (3 Marks)
- b) Give two setbacks that may occur if purchasing section does not relate well with the warehousing section. (4 Marks)
- c) After materials have been procured by the purchasing section, they are to be received at the warehouse where some checking must take place. Discuss. (3 Marks)

QUESTION FOUR (20 MARKS)

Order fulfilment is a key achievement in creating customer loyalty in supply chain function.

- a) Discuss what is order fulfilment with one example. (3 Marks)
- b) Highlight two demerits that may occur when order fulfilment is not achieved. (3 Marks)
- c) Materials Inspection is a key activity before materials are accepted into the warehouse, discuss two activities that may be considered during inspection. (4 Marks)

QUESTION FIVE (20 MARKS)

During Supply Chain contract performance, the supplier will always strive to perform their best while performing the buyer will be doing this on her own evaluation the suppliers.

- a) Discuss what is supplier evaluation listing two areas that maybe reviewed. (3 Marks)
- b) Quality is a major concern to all Organizations with the aid of Ishikawa diagram concept, state what is quality by explaining the Ishikawa fish bone concept. (4 Marks)
- c) Materials specification is a key activity when taking orders from the customers, Highlight. (3 Marks)