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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE CERTIFICATE IN PROCUREMENT AND SUPPLIES CHAIN
MANAGEMENT
CPS 019: PRACTICE AND TECHNIQUES IN PURCHASING

Date: 13TH APRIL 2023
Time: 11:30AM-1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Purchasing and Supply strategy skills are believed to be the key drivers in the success of the Purchasing function in organizations without which failure may be experienced leading to losses of the department.

- a) Elaborate what “Customer Delightment” is in relation to customer service. (5 Marks)
- b) Elaborate the meaning of the term “Outsourcing” in purchasing and supply management. (4 Marks)
- c) Highlight what the “JIT” concept represents. (5 Marks)
- d) List down two functions of the Purchasing and supply function in an organization. (4 Marks)
- e) Explain the meaning of “Effective procurement” in supply chain management. (4 Marks)
- f) State what is “a good price” in relation to acquisition of goods and services. (4 Marks)
- g) Highlight what “customer satisfaction” represents. (4 Marks)

QUESTION TWO (20 MARKS)

- a) Quality is a pillar in any procurement process, briefly discuss what it is giving two setbacks of not having quality in the Supply chain activities. (8 Marks)
- b) Discuss three objectives of the purchasing function. (6 Marks)
- c) explain merits of positive relationships in an organization set up. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Explain FOUR factors that will influence the decision to either “make” or “buy” in an organization. (8 Marks)
- b) Materials specification is a vital aspect of purchasing and supply successful performance. Discuss FOUR methods that customers may use to specify on their needs and wants. (8 Marks)
- c) FIFO is a well-known costing method of materials. With one relevant example elaborate what the method entails. (4 Marks)

QUESTION FOUR (20 MARKS)

- a) Receiving of materials is a critical activity that may generate value if done well or generate losses if not professionally conducted. Discuss Four factors that may be cleared during materials receiving stage. (8 Marks)
- b) Discuss Four documents that are used in materials movement and handling. (8 Marks)
- c) As much as outsourcing is a key function in purchasing and supply department, list down three Demerits of this practice. (4 Marks)

QUESTION FIVE (20 MARKS)

- a) Purchasing and supply activities depend on one critical “initial factor” that will trigger the purchasing activities to satisfy the customer. Explain the “factors” that triggers the purchasing process. (5 Marks)
- b) Discuss what “green issues” represent listing two key examples. (8 Marks)
- c) “Ethics” are a worldwide consideration in conducting businesses. With examples, explain ethical considerations. (7 Marks)