

M.Com - 2 (Sem - 4<sup>th</sup>) Winter 2023

08/12/2023

Time: 2 Hours

Marks: 60

Note: 1. All questions are compulsory

2. Figures to the right indicate full marks

1) a) What is Supply Chain Management? Discuss its process. (15)

b) Discuss the various strategies of Supply Chain Management.

OR

c) Discuss the barriers of Supply Chain Management.

d) What are the various types of Supply Chain Intermediaries?

2) a) What are the Global market forces that affect the Global SCM? (15)

b) Explain the types of Global Supply Chain.

OR

c) Discuss the role of customers in SCM.

d) Discuss the ways of improving customer services in SCM.

3) a) What are the strategies to overcome Bull Whip Effect? (15)

b) What are the functions of warehousing?

OR

c) Explain the participants in Transportation Decision.

d) State the process of Logistics Management.

4) A) Fill in the blanks with appropriate options: (05)

1) \_\_\_\_\_ is not an Internal Category of performance Measurement in SCM. × (4)  
(Cost, Productivity, Customer service, Customer Perception Management)

2) \_\_\_\_\_ forces cause a firm to seek competitive advantages through the careful utilization of exchange rates or non-tariff barriers. ✓  
(Political, Social, Economic, Technological)

3) \_\_\_\_\_ is the process of making predictions of the future based on past and present data. (Broadcasting, Forecasting, Decoupling, Dispatching) ✓

4) Supply chain management plays a major role in improving the \_\_\_\_\_ by driving sales up and cost down. ✓  
(Middle line, Top line, Bottom line, Straight line)



5) \_\_\_\_\_ is not a challenge of Global Supply Chain Management. ✓

(Eliminate Waste, Conflicts, IPR issues, Fluctuations in Consumer Demand)

**B) State whether the following statements are true or false:** (05)

- ✓ 1) Outbound logistic process is related to the storage and movement of the final products and related information flows from the end of production process to end Users. T
- ✓ 2) Material is not among the 5 Ms of industrial organisation. F |
- ✓ 3) B2B supply chain has majorly shifted to the internet. T |
- ✓ 4) Assembly is the last step of supply chain management process. F |
- ✓ 5) Logistics management originated from military logistics. T |

**C) Match the following:** (05)

**Group A**

**Group B**

- |                        |   |                                    |
|------------------------|---|------------------------------------|
| ✓ 1) Use of Automation | → | a) Tenders                         |
| ✓ 2) Water Transport   | → | b) Eliminate Geographical Barriers |
| ✓ 3) Markov Chain      | → | c) Most Economical                 |
| ✓ 4) E-Marketplace     | → | d) Memorylessness                  |
| ✓ 5) Indent Management | → | e) 1940s and 1950s                 |

OR

**4) Write short notes on (Any Three)** (15)

- a) E-Procurement.
- b) Uses of internet in SCM.
- c) E-Logistics.
- d) Reverse Logistics.
- e) Types of E-Marketplace.

\*\*\*\*\*