



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**THIRD YEAR FIRST SEMESTER EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION WITH
INFORMATION TECHNOLOGY**

CITY CAMPUS

ABA 336: SUPPLY CHAIN PROCESSES

Date: 12th June, 2017

Time: 5.30 - 8.30 pm

INSTRUCTIONS:

- Answer question ONE and any other THREE questions.
- Question ONE carries 25 marks and the other questions carry 15 marks each.

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ISO 9001:2008 CERTIFIED



QUESTION ONE (25 MARKS- COMPULSORY)

Toyota Production System

Kiichiro Toyoda founded the Toyota Motor Company as a spin off from Toyota Industries in 1937, which was established by his father. Engine and vehicle production had been under the control of Toyota Industries for three years before the formation of the Toyota Motor Company. Today Toyota Motor Company's Headquarters, and many would say its heart, remains in Japan in the city of Aichi. It has also built up satellite offices throughout the world to deal with its large-scale global operations.

Toyota's long-term success has been attributed to the development of the 'Toyota Production System'. This approach drives costs down and improves quality. The company captures this concept relatively simply as follows: *"A production system which is steeped in the philosophy of 'the complete elimination of all waste' imbuing all aspects of production in pursuit of the most efficient methods."*

Toyota Motor Corporation's vehicle production system is a way of "making things" that is sometimes referred to as a "lean manufacturing system" or a "Just-in-Time (JIT) system," and has come to be well known and studied worldwide. This production control system has been established and based on many years of continuous improvements, with the objective of "making the vehicles ordered by customers in the quickest and most efficient way, in order to deliver the vehicles as quickly as possible."

Overall, it is desirable to make vehicles lighter; to improve performance, to reduce energy requirements for propulsion, and to save fuel. The issue associated with safety standards and associated equipment is that it increases vehicle weight. Environmental concerns are important for vehicle manufacturers to address too

Toyota's Global Vision looks at how technology can facilitate an integrated transport system connecting cars, public transport, route planning, energy management (with links to the home), co-operation between vehicles, parking, multi-mode travel, driver support, disaster recovery and breakdown support. It is an ambitious vision but the research associated will have far-reaching opportunities for application on a smaller scale irrespective of the success of the overall project.

Required:

- a) What do you understand by the term lean manufacturing system?. Discuss its benefits within a Supply Chain Process (5 marks)
- b) Examine Environmental concerns within a Supply Chain (5 marks)
- c) Discuss the Role of Technology in Supply Chain Processes (5 marks)
- d) Highlight challenges likely to occur in making/developing acceptable specifications within the supply chain (10 marks)

QUESTION TWO (15 MARKS)

- a) Explain Five circumstances upon which a competitive tendering exercise might not be the best approach to making a purchase (9 marks)
- b) (i) What are e-sourcing tools in purchasing and supplies management? (3 Marks)
(ii) Discuss 2 e-sourcing tools (3 Marks)

QUESTION THREE (15 MARKS)

- a) Information is key in enhancing the fulfillment of Supply Chain Processes. Support this statement (9 marks)
- b) (i) What is Supply Chain Mapping? (2 marks)
(ii) Examine benefits of Supply Chain Mapping to an Organization (4 marks)

QUESTION FOUR (15 MARKS)

- a) (i) What is supplier selection under Supply Chain Process? (2 Marks)
(ii) Clearly discuss challenges facing public sector organizations in the management of Special Group Category Suppliers (youths, people Living with Disability- PWD, and Women (8 marks)
- b) Discuss Any Two Procurement Methods in Supply Chain by highlighting both their advantages and disadvantages to an organization (5 marks)

QUESTION FIVE (15 MARKS)

- a) Discuss Ethical Concerns in the management of Supply Chain Processes (9 marks)
- b) (i) What is a retainer clause during contract undertaking within a Supply Chain Process? (2 marks)
(ii) Highlight benefits a retainer clause to a buying organization (4 marks)