



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2016/2017

**FOURTH YEAR FIRST SEMESTER EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION
(PROCUREMENT OPTION) WITH INFORMATION TECHNOLOGY**

CITY CAMPUS

ABA 444: CONTRACT AND DISPUTE MANAGEMENT

Date: 26th July, 2017

Time: 5.30 - 8.30 pm

INSTRUCTIONS:

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



QUESTION ONE (25 MARKS)

(a) (i) Explain the meaning of the concept Contract Management. [2 marks]

(ii) Explain the objectives and benefits of Contract Management. [8 marks]

(b) Describe key activities in Contract Management Process. [10 marks]

(c) Elucidate on the essentials of a valid contract. [5 marks]

QUESTION TWO (15 MARKS)

“The measurement of performance against Key Performance Indicators (KPIs) allows an organization to determine how well its suppliers are fulfilling contractual obligations.”

In light of the above statement:

(a) State the features of good KPIs. [5 marks]

(b) Identify Key Performance areas [5 marks]

(c) Explain the role of Contract Management Team. [5 marks]

QUESTION THREE (15 MARKS)

(a) Enumerate eight steps to effective Contract Management. [8 marks]

(b) State the Underlying principles of effective Dispute Resolution. [3 marks]

(c) Explain Dispute Resolution Options. [4 marks]

QUESTION FOUR (15 MARKS)

(a) Explain the need for negotiation in a Contract. [5 marks]

(b) Discuss the Approaches in negotiation. [10 marks]

QUESTION FIVE (15 marks)

- (a) Distinguish between Conditions and Warranties. [4 marks]
- (b) State the remedies for breach of contract. [3 marks]
- (c) Explain Vitiating factors to an otherwise valid contract. [8 marks]