

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE**

**AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2018/2019**

**YEAR IV SEMESTER I EXAMINATION FOR THE DEGREE OF BACHELOR OF SUPPLY CHAIN MANAGEMENT**

**HSM 2421: TECHNOLOGY IN TRANSPORT AND LOGISTICS**

**DATE: AUGUST 2019 TIME: 2 HOURS**

**INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (20 MARKS)**

a) Differentiate the following terms:

i) Transport and Logistics (4 marks)

ii) Logistics management and supply chain management (4 marks)

b) The goal of any logistics manager is two fold explain (6 marks)

c) Explain the significance of automating the logistics chain (6 marks)

**QUESTION TWO (20 MARKS)**

a) Explain the significance of integration of logistics functions (10 marks)

b) Discuss the stages of logistics integration (10 marks)

**QUESTION THREE (20 MARKS**)

Explain the following software systems as used in supply chain management:

i) Electronic Data Interchange (EDI ) (4 marks)

ii) Material Requirements Planning (MRP) (4 marks)

iii) Manufacturing Resource Planning (MRPII) (4 marks)

iv) Enterprise Resource Planning (ERP) (4 marks)

v) Customer Relationship Management (CRM) (4 marks)

**QUESTION FOUR (20 MARKS)**

a) Explain any FIVE global considerations for using CRM/ERP systems. (10 marks)

b) Explain the 4 steps of the Logistics strategy (10 marks)

**QUESTION FIVE (20 MARKS)**

a) Discuss the FIVE major benefits of IT application in supply chain management (15 marks)

b) State the five basic levels that firms can collaborate and participate in the organizational

information system (5 marks)