

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)  
BCom DEGREE EXAMINATION MAY 2025  
(Sixth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICES)

**SUPPLY CHAIN MANAGEMENT FOR BUSINESS PROCESS SERVICES**

Time: Three Hours

Maximum: 50 Marks

**SECTION-A (5 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 The purpose of supply chain management is.....
  - (i) provide customer satisfaction
  - (ii) improve quality of a product
  - (iii) Integrating supply and demand management
  - (iv) increase production
- 2 Selecting suppliers and purchasing items is called -----
  - (i) Negotiation
  - (ii) Procurement
  - (iii) Contracting
  - (iv) Selection
- 3 Just-in-time (JIT) is a strategy primarily focused on \_\_\_\_\_.
  - (i) Minimizing transportation costs
  - (ii) Maximizing inventory levels
  - (iii) Increasing production downtime
  - (iv) Reducing lead times
- 4 What are the elements of logistics system -----
  - (i) transportation
  - (ii) warehousing
  - (iii) inventory management
  - (iv) all of the above
- 5 What is the primary objective of effective spares management within an SCM framework?
  - (i) To minimize storage costs
  - (ii) To ensure timely availability of critical components
  - (iii) To reduce procurement lead times
  - (iv) To improve customer service

**SECTION - B (15 Marks)**

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a State the objectives of supply chain management.  
OR  
b Identify the benefits of supply chain management.
- 7 a Analyse the functions of operations management in the supply chain  
OR  
b Outline the benefits of a demand-driven supply chain.
- 8 a Summarise the steps in the purchasing cycle.  
OR  
b Bringout the types of Inventory.

Cont...

- 9 a Explain the principles of logistics management.  
OR  
b Describe the types of warehouse.
- 10 a Show the benefits of implementing RFID tracking system.  
OR  
b Analyse the role of GPS in supply chain.

**SECTION -C (30 Marks)**

Answer any Three questions

ALL questions carry EQUAL Marks

(3 x 10 = 30)

- 11 Identify the types of supply chain management.
- 12 Point out the functions of supplier management.
- 13 Discuss the advantages and disadvantages of Just-In-Time Systems.
- 14 Categorise the various modes of transportation in supply chain.
- 15 Outline the process of return material authorization.

Z-Z-Z

END