PART A

Q1: Expand the following 8 Marks

1. MRP II
2. QR
3. WTO
4. BSC
5. GIS
6. UPC
7. RFID
8. RSP

Q2: Match A & B 8 Marks

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
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<tbody>
<tr>
<td>1. F.W. Harris</td>
<td>a. Delayed Differentiation</td>
</tr>
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<td>2. Cross Docking</td>
<td>b. 80/20 rule</td>
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<td>3. Postponement</td>
<td>c. Quality</td>
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<td>4. Differentiation Strategy</td>
<td>d. EOQ Model</td>
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<td>5. Pareto Principle</td>
<td>e. Walmart</td>
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<td>6. Automated identification</td>
<td>f. Unique products</td>
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<td>7. NMTBSCT</td>
<td>g. Tiffin – Wallets</td>
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<td>8. TQM</td>
<td>h. Barcode</td>
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Q3: State True or False 8 Marks

1. E-procurement is not the mirror image of e-commerce.
2. Heuristics algorithms provide always optimal solutions.
3. Hybrid purchasing does not allow the firm to exploit the advantages of both the centralized & decentralized systems.
4. Blanket orders are generally made for small volume, but continuous-usage items.
5. All contracts even of small value should be formal.
6. As per bailment act, transporter carrying goods is called as bailer.
7. Generic Strategy of Focus is based on the firm choosing a broad competitive scope in a Focus industry.

Q4: Fill in the blanks in appropriate words (each fill in the blank carries 1 mark) total 8 Marks

1. 3 major types of information flows in SCM are                        ,
2. Value chain activities in a firm are comprised of
3. VED classification is based on
4. 3 PL allows a firm to focus on its
5. is an option where buyer protects himself “in the future” by entering into two transactions, a purchase & a sale in two markets.

PART B

(answer any three 16 x3 = 48 marks)

Q5: Write Short Notes on: (Any Four) 16 Marks

1. Cross Docking
2. Postponement
3. JIT – Suppliers
4. Artificial intelligent system
5. Mass customization
Q6: Define Supply Chain 16 Marks
   (A) Define Supply Chain
   (B) What are the key issues in supply chain? Discuss.

Q7: What do you understand by TCO? Explain in detail the different costs that should be considered in arriving at the TCO. 16 Marks

Q8: Differentiate between 16 Marks
   a) Push & Pull
   b) Centralized & Decentralized Distribution system

Q9: What is ‘Customer Service Strategy’? Discuss in detail. 16 Marks

PART C 20 Marks

Q10: ABC Company produces special parts for manufacturing TV. The details are:

I. Cost of part = Rs1/each.
II. Annual requirement = 250,000 units
III. Normal lead time to produce goods = 6 weeks
IV. Demand = 4810/week
V. Std. Deviation = 400/week
VI. Service Level = 95% (k=1.64)
VII. Procurement Cost = Rs. 60/ order
VIII. Inventory Carrying cost = 2.5% per month
IX. Maximum lead time = 10 weeks
X. Probability of lead time extension = 0.25

Calculate: 4 Marks
   a) EOQ 8 Marks
   b) Safety stocks, ROL & Maximum level as per Q method 8 Marks
c) If supplier insists for 5 orders in a year with 15% discount, will you avail? Why? Give reasons with illustration.

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