

# Online Assessment (Special Supplementary Examinations 2019- 20)

Course Name - Supply Chain Management

Course Code - BBA601

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Answer all the questions. Each question carry two marks.

9. 1. Which of the following is not a stage within a typical supply chain?

*Mark only one oval.*

- Retailers
- Wholesalers/Distributors
- Manufacturers
- All of the above are stages within a typical supply chain

10. 2. Successful supply chain management requires which of the following decision phases?

*Mark only one oval.*

- Supply chain strategy/design
- Supply chain planning
- Supply chain operation
- All of the above

11. 3. Which of the following is not a cycle in the supply chain cycle view?

*Mark only one oval.*

- Analysis cycle
- Customer order cycle
- Replenishment cycle
- Manufacturing cycle

12. 4. Customer arrival refers to

*Mark only one oval.*

- the point in time when the customer has access to choices and makes a decision regarding a purchase
- the customer informing the retailer of what they want to purchase and the retailer allocating product to the customer
- the process where product is prepared and sent to the customer
- the process where the customer receives the product and takes ownership

13. 5. Customer order fulfillment refers to

*Mark only one oval.*

- the point in time when the customer has access to choices and makes a decision regarding a purchase
- the customer informing the retailer of what they want to purchase and the retailer allocating product to the customer
- process where product is prepared and sent to the customer
- the process where the customer receives the product and takes ownership

14. 6. The replenishment cycle occurs at the

*Mark only one oval.*

- customer/retailer interface
- retailer/distributor interface
- distributor/manufacture interface
- manufacturer/supplier interface

15. 7. The processes involved in the manufacturing cycle include

*Mark only one oval.*

- manufacturing and shipping
- production scheduling
- order arrival
- all of the above

16. 8. The relationship between the manufacturer and supplier during the procurement cycle is very similar to the relationship between

*Mark only one oval.*

- customer and retailer
- retailer and distributor
- distributor and manufacturer
- manufacturer and customer

17. 9. Which of the following is not an accurate statement about push processes?

*Mark only one oval.*

- May also be referred to as speculative processes
- Execution is initiated in anticipation of customer orders
- At the time of execution, demand must be forecast
- May also be referred to as reactive processes

18. 10. Activities involved in the Internal Supply Chain Management (ISCM) macro process include

*Mark only one oval.*

- marketing
- order fulfillment
- order management
- call center management

19. 11. The phenomenal success of 7-Eleven Japan is attributed to

*Mark only one oval.*

- being in the right place at the right time
- its supply chain design and management ability
- having 9000 locations
- serving fresh food

20. 12. Each stage in a supply chain is connected through the flow of products, information, and funds. These flows often occur in both directions and is usually managed by

*Mark only one oval.*

- pricing department
- one of the stages
- upper management
- engineering department

21. 13. A supply chain is essentially a sequence of linked:

*Mark only one oval.*

- customer and prospects
- supplier and manufacturer
- suppliers and customers
- warehousing and wholesaling units

22. 14. Companies manage their supply chains through .

*Mark only one oval.*

- information
- transportation modes
- competitors
- the Internet



23. 15. The supply chain management philosophy emerged in which decade?

*Mark only one oval.*

1960s

1970s

1980s

1990s

24. 16. What is a perfect order?

*Mark only one oval.*

simultaneous achievement of relevant customer metrics

an order that arrives on time

an order that arrives undamaged

an order that is easy for the receiver to fill

25. 17. The business term that involves choosing a supplier, agreeing what to buy at a certain price and by when is called:

*Mark only one oval.*

Logistics

Supply chain management

Stock control

Procurement

26. 18. Which area of business will Amazon particularly focus upon to ensure customer deliveries arrive on time?

*Mark only one oval.*

- Finance
- Sales
- Logistics
- Marketing

27. 19. Which of the following is a benefit to a business of reducing its production times?

*Mark only one oval.*

- It will hold less stock
- It sales will increase
- Its staff will be more motivated
- It could create a competitive advantage

28. 20. Conflicting objectives may arise in the supply chain from which of the following source(s)?

*Mark only one oval.*

- Supplier serving multiple industries
- Supplier competing in the end-product market
- Excessive focus on quarterly financial performance by member firms
- Manufacturer versus multi-brand retailer, supplier competing in the end-product market and supplier serving multiple industries

29. 21. The minimum stock level is calculated as

*Mark only one oval.*

- Reorder level – (Normal consumption x Normal delivery time)
- Reorder level + (Normal consumption x Normal delivery time)
- (Reorder level + Normal consumption) x Normal delivery time
- (Reorder level + Normal consumption) / Normal delivery time

30. 22. The time period between placing an order its receipt in stock is known as

*Mark only one oval.*

- Lead time
- Carrying time
- Shortage time
- Over time

31. 23. Re-ordering level is calculated as

*Mark only one oval.*

- Maximum consumption rate x Maximum re-order period
- Minimum consumption rate x Minimum re-order period
- Maximum consumption rate x Minimum re-order period
- Minimum consumption rate x Maximum re-order period

32. 24. The following classes of costs are usually involved in inventory decisions except

*Mark only one oval.*

- Cost of ordering
- Carrying cost
- Cost of shortages
- Machining cost

33. 25. The supply chain concept originated in what discipline?

*Mark only one oval.*

- marketing
- operation
- logistics
- production

34. 26. Zero defects in manufacturing is

*Mark only one oval.*

- is a relevant goal only in electronic assembly
- is an unobtainable and misleading idea
- is the goal of TQM
- none

35. 27. Which of the following are not key attributes of supply chain management?

*Mark only one oval.*

- inventory control
- leveraging technology
- customer power
- all are key attributes

36. 28. Process improvement technique that sorts the "vital few" from the "trivial many" is

*Mark only one oval.*

- Taguchi analysis
- Pareto analysis
- benchmarking
- Yamaguchi analysis

37. 29. Total Quality Management emphasizes

*Mark only one oval.*

- the responsibility of the Quality Control staff to identify and solve all quality-related problems
- A commitment to quality that goes beyond internal company issues to suppliers and customers
- A system where strong managers are the only decision makers
- A process where mostly statisticians get involved

38. 30. Lean production involves

*Mark only one oval.*

- Elimination of cost only
- Improvement of quality only
- Improvement of speed only
- Elimination of all types of waste

39. 31. Inspection, scrap, and repair are examples of

*Mark only one oval.*

- internal costs
- external costs
- costs of dissatisfaction
- societal costs

40. 32. "Kaizen" is a Japanese term meaning

*Mark only one oval.*

- a foolproof mechanism
- Just-in-time (JIT)
- a fishbone diagram
- continuous improvement

41. 33. Pareto charts are used to

*Mark only one oval.*

- identify inspection points in a process
- outline production schedules
- organize errors, problems or defects
- show material flow

42. 34. Which one of these was not mentioned in the list of recent trends in operations management?

*Mark only one oval.*

- Total quality management
- Worker involvement
- Global competition.
- Automation

43. 35. Which function typically employs more people than any other functional area?

*Mark only one oval.*

- Information System
- Operations
- Marketing
- Finance

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