

**FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2021 ONLY)**

NGM COLLEGE (AUTONOMOUS) POLLACHI

END-OF-SEMESTER EXAMINATIONS: DECEMBER-2022

B.Com-Business Process Services

MAXIMUM MARKS: 70

III SEMESTER

TIME: 3 HOURS

PART III

SUPPLY CHAIN MANAGEMENT FOR BPS

SECTION – A (10 X1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS

MULTIPLE CHOICE QUESTIONS

(K1)

1. A _____ is a business with two or more owners:
 - a) corporation
 - b) conglomerate
 - c) partnership
 - d) public corporation

2. The purpose of supply chain management is to _____
 - a) increase the production level
 - b) manage and integrate supply and demand management
 - c) enhance the quality of a product and services
 - d) provide satisfaction to the customer

3. It is the entire set of business process required to purchase goods and services _____
 - a) sourcing
 - b) purchasing
 - c) procurement
 - d) storing

4. Intercompany computer to computer exchange of business documents in standard formats _____
 - a) MBO
 - b) PC
 - c) POS
 - d) EDI

5. Which of the following is not an inventory?
 - a) Machines
 - b) Raw material
 - c) Finished products
 - d) Consumable tools

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

(K2)

6. Indicate the main types of business organization.
7. What is a Supply Chain?
8. Give the meaning of near shore outsourcing?
9. Explain EDI.
10. Define Warehouse.

(CONTD....2)

SECTION – B **(5 X 4 = 20 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)**

11. a) Bring out the need for outsourcing.
(OR)
b) Classify the business process services.
12. a) Describe the features of supply chain management.
(OR)
b) Discuss the importance of an effective Supply Chain Management.
13. a) Sketch the difference between 'in-house' VS 'outsources'.
(OR)
b) Outline the procurement life cycle.
14. a) Discover the stages of the incident management process.
(OR)
b) Interpret how does a Return Material Authorization work in sales order management?
15. a) Explain the types of data management.
(OR)
b) Describe about: (i) Carrying Cost, (ii) Just in Time Inventory.

SECTION – C **(4 X 10 = 40 MARKS)****ANSWER ANY FOUR OUT OF SIX QUESTIONS.****(16TH QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS FROM Q.NO: 17 TO 21)****(K4) OR (K5)**

16. Analyze the global issues and challenges of supply chain management.
17. Point out the difference between a public company and a private company.
18. Determine the role of IT in supply chain management.
19. Examine the key components of sourcing.
20. Defend how tools help to automate the SOM process.
21. Summarize the different types of inventory.