

# **UGANDA MARTYRS UNIVERSITY LUBAGA CAMPUS**

## **FACULTY OF BUSINESS ADMINISTRATION AND MANAGEMENT**

### **DEPARTMENT OF MANAGEMENT SCIENCES**

**BAM III SEMESTER TWO 2017/18**

**COURSE UNIT: LOGISTIC & SUPPLY CHAIN MANAGEMENT**

**DATE: Thursday, 10<sup>th</sup> May 2018**

**Time allowed: 9:30am-12:30pm**

#### **Instructions to Candidates:**

Read the following before answering the examination questions.

- This examination has **SEVEN** Questions worth 25 marks each. Attempt any **FOUR**
- All answers must be written in the answer booklet provided.
- All rough work and notes should be written in this answer booklet
- Do not write anything on the question paper

### **QUESTION ONE**

- a) “Reverse logistics is gaining momentum worldwide due to global awareness and consequences of resource depletion and environmental consequences”. As a student of logistics management, examine the activities which constitute Reverse Logistics **(15 marks)**
- b) Appraise the benefits of reverse logistics **(10 marks)**

### **QUESTION TWO**

- a) “Failing to pay attention to the design of packaging and labeling can decrease the visibility and attractiveness of company products”. In line with the statement, explain the benefits associated with proper packaging of company products. **(13 marks)**
- b) Examine factors which affect the choice of packaging materials. **(12 marks)**

### **QUESTION THREE**

- a) “It’s imperative to choose the mode of transport which is efficient not only in terms of cost and flexibility but also speed”. In line with the statement, examine factors which influence the selection of a mode of transport. **(13 marks)**
- b) Explain problems of transport management in Uganda. **(12 marks)**

### **QUESTION FOUR**

- a) “With increased competition in today’s global economy, providing exceptional customer service is no longer an added benefit but a necessity”. Discuss the effect of customer service on organizational growth. **(15 marks)**
- b) Briefly explain the components of customer service. **(10 marks)**

### **QUESTION FIVE**

- a) “Materials handling has been viewed by inventory managers as one of the potential areas where a company can reduce costs through a combination of manual and mechanical methods”. Explain the benefits of proper materials handling to an organization? **(13 marks)**
- b) Materials handling system used by an organization depends on some important factors. What factors would you put into consideration when selecting a materials handling system **(12 marks)**

### **QUESTION SIX**

- c) “The final solution for a Plant Layout has to take into account a balance among the characteristics and considerations of all factors affecting plant layout in order to get the maximum advantages”. Examine factors which affect plant layout decision **(13 marks)**
- d) Explain benefits likely to be enjoyed by an enterprise as a result of good layout decisions **(12 marks)**

### **QUESTION SEVEN**

Assuming they appointed you as a new procurement officer of Omio Investments Ltd which sells a wide range of construction and building materials; Management recently passed a resolution of sourcing internationally” Explain to them the following;

- a) The advantages of international sourcing? **(13 marks)**
- b) The challenges of international sourcing? **(12marks)**

**END**