



UNIVERSITI KUALA LUMPUR
KAMPUS CAWANGAN MALAYSIAN SPANISH INSTITUTE

FINAL EXAMINATION
OCTOBER 2025 SEMESTER

COURSE CODE : SIB24403 (V2)
COURSE TITLE : SUPPLY CHAIN MANAGEMENT
PROGRAMME NAME : BACHELOR OF BUSINESS TECHNOLOGY (HONOURS) IN
AUTOMOTIVE MANAGEMENT
DATE : 28 JANUARY 2026
TIME : 9:00AM - 12:00PM
DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper CAREFULLY.
2. This question paper is printed on both sides of the paper.
3. This question paper consist of TWO sections.
4. Answer ALL questions for Section A.
5. Section B consist of four questions. Answer THREE (3) questions only.
6. Please write your answer on the answer booklet provided.
7. Please answer all questions in English only.
8. Please answer MCQ/EMQ questions using OMR sheet. *Tick if applicable*
9. Refer to the attached Formula/ Appendies. *Tick if applicable*

SECTION A (Total: 40 marks)

Answer ALL questions.

Please use the answer booklet provided.

Question 1

Efficient supply chain management is critical in today's global economy, influencing and affecting various aspects of business operations. Demonstrate why is supply chain efficiency critical for maintaining competitive advantage in the global market?

(10 marks)

Question 2

Suppliers play a critical role in helping companies succeed. Examine what criteria should be used to select and evaluate suppliers?

(10 marks)

Question 3

Implementing Lean Six Sigma is crucial for organizations seeking to thrive in today's competitive business environment. Illustrate what are the benefits and challenges of implementing Lean Six Sigma in supply chain management?

(10 marks)

Question 4

Service operations is the process of managing and delivering services to customers and business users. It includes the activities that create value for customers through products or services, and the ongoing management of the technology used to support those services. Illustrate what are the key characteristics of service operations.

(10 marks)

SECTION B (Total: 60 marks)

Answer **THREE (3)** questions only.

Please use the answer booklet provided.

Question 1

Imagine a company struggling with inconsistent product quality from its suppliers. Determine what kind of strategies to improve the relationship with the suppliers.

(20 marks)

Question 2

Supply chain integration is a business strategy that connects all parts of a supply chain to improve efficiency, collaboration, and communication. It involves linking different departments within a company with suppliers, distributors, retailers, customers, and other stakeholders. Identify the potential risks of supply chain integration and propose strategies to mitigate these risks.

(20 marks)

Question 3

Outsourcing is the practice of hiring a party outside a company to perform services or create goods. Evaluate the risks and benefits of outsourcing service operations to international locations.

(20 marks)

Question 4

Supply chain costs represent the expenditures incurred from sourcing raw materials to delivering final products to customers. They cover every aspect of operations necessary to meet consumer demand, and this comprehensive view underscores their significant role in a business's financial health and competitive edge. Examine how supply chain management contributes to cost reduction and profitability.

(20 marks)

END OF EXAMINATION PAPER

