BERJAYA
UNIVERSITY COLLEGE

FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

Student ID (in Words) :

Course Code & Name : **LSC2604 Logistics & Supply Chain Information System**
Semester & Year : January – April 2022
Lecturer/Examiner : Wan Ahmad Asrar Nik @ Wan Yahya
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. **This question paper consists of 2 parts:**
   PART A (60 marks) : FOUR (4) short answer questions. Answers are to be written in the Answer Booklet provided.
   PART B (40 marks) : TWO (2) essay questions. Answers are to be written in the Answer Booklet provided.
2. **Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
3. **This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.**
4. **Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple- choice questions, where 2B pencils are to be used.**

Total Number of pages = 3 (Including the cover page)

PART A : **SHORT ANSWER QUESTIONS (60 MARKS)**

INSTRUCTION (S) : Answer all **FOUR (4)** short answer questions.
Write your answers in the Answer Booklet (s) provided.

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1. Logistics uses the information resources of the enterprise and creates a database specifically for its needs consisting of elements like data source, users, software and hardware.

   a. **Define** logistics information system. (1 mark)

   b. **State TWO (2)** key components of logistics information system. (2 marks)

   c. Briefly **describe THREE (3)** roles of logistics information system. (6 marks)

   d. Briefly **demonstrate** how the **THREE (3)** levels of organization can use information system. (6 marks)

2. Enterprise resource planning (ERP) and transportations management system (TMS) are part of logistics management information system to manage and control the logistical activities within the organization and across the supply chain through electronic data interchange (EDI). Briefly **explain**:

   a. ERP (5 marks)

   b. TMS (5 marks)

   c. EDI (5 marks)

3. To make sure logistics industry together with supply chain management comply with the needs of current trend in the industry, they need complete support systems and one of the systems is the communication system.

   a. Briefly **describe THREE (3)** components of a logistics organization network infrastructure. (6 marks)

   b. Briefly **describe FOUR (4)** components in a simple electronic communication network. (8marks)

   c. **Provide ONE (1)** example of Internets services used in logistics. (1 mark)

4. Customer relationship management (CRM) starts by collecting a customer's website, email, telephone, social media data and more across multiple sources and channels. It is a tool that helps with contact management, order management and productivity.

   a. Briefly **explain** radio frequency identification (RFID)-based CRM. (5 marks)

   b. Briefly **describe FIVE (5)** activities of order management system. (10 marks)

(Total: 60 marks)

PART B : **ESSAY QUESTIONS (40 MARKS)**
INSTRUCTION (S) : Answer all **TWO (2)** essay questions.
Write your answers in the Answer Booklet (s) provided.
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1. You are the factory manager of XYZ Sdn. Bhd, and assigned to improve the current logistics information system that uses both manual and automated systems to interact with the suppliers and customers. **Evaluate** and **recommend** the systems, manual or automated, that can contribute to efficient security, production planning and communication.

(20 marks)

2. POS stands for Point of Sale, a system that is used throughout the restaurant and retail industry. This computerized system allows business owners to track sales, cash flow, food inventory and can help simplify their bookkeeping enormously. **Demonstrate** a POS system, how does it work and in what ways the point- of- sale (POS) system supports logistics activities at a retail outlet or restaurant.

(20 marks)

(Total: 40 marks)

END OF EXAM PAPER