



INDIAN INSTITUTE OF MATERIALS MANAGEMENT

Diploma in Retail Management

Paper 8

Best Practices in Supply Chain and Retail Management

Dec 2015

Date: 15.12.2015
Time: 2.00PM–5.00PM

Max. Marks: 100
Duration:3 hrs

Instructions

1. **From Part A** , contains 4main questions (with 8 sub questions) each SUB question carries 1 mark. All questions here are Compulsory.
2. **From Part B** answer any 3 questions out of 5 questions. Each question carries 16 marks.
3. **From Part C** is case study with 2 sub questions. Read the Case Study carefully and answer the questions. All questions here are Compulsory. – 20 Marks

Part A

Q.1. Fill in the Blanks

1. ----- is applicable in case of imports
2. In ----- it emphasizes on procedure and process and control
3. Supplier ----- plays important role for JIT to work
4. In -----, the procedure ensures collection of goods from vendors at regular intervals
5. Bench marking improves on a continuous way the -----
6. 3D is used in Stores Management to increase the ----- space
7. e procurement is a -----process of procuring goods
8. The reserve price, decrement values, are the terminology used in -----

Q.2 . Give Full Form for following abbreviations :

1. VMI : -----
2. JIT : -----
3. In 5s Housekeeping the 5 'S' stands for

4. FIFO : -----
5. ABC Analysis : -----
6. Kaizen : -----
7. Kitting : -----
8. 3PL : -----

Q.3 Match the following

	A			B
1	5 S Housekeeping		1	Consists of time taken to get PO made and materials received
2	In 4 PL		2	Total of price & all levies & cost
3	Perpetual Inventory Taking		3	Is used in Inventory Mgt. of spares
4	JIT		4	Is for environment
5	ISO 14001		5	We have warehousing, logistics & inhouse
6	VED Analysis		6	A Japanese technique of Inventory Management
7	Landed cost		7	Stock taking on continuous way
8	Lead time		8	Is a technique used in stores to ensure every material at right place

Q.IV True or False

1. Many leading organizations link their business percentage to the supplier based on buyer Performance.
2. Min-Max level based planning is used for slow moving items.
3. Town tax is called as Cess
4. For comparing the quotations and arriving at purchase decision, we take the help of Landed Cost.
5. The full form of ISO is International Organization for standardization
6. VAT i.e Value Added Tax is applicable for Inside One State Sale
7. CRM stands for Customer Relation Management
8. RFID stands for Radio Frequency Identification

Part B

Answer any 3 questions. Each question carry 16 marks

Q 5 What are the principles used in :

- i. Warehousing / stores Management
- ii. Illustrate the importance of stores Layout and Location

Q.6 a. What are the elements of TQM ?

- b. How TQM can help in improving supplier chain operations and thus increase the profitability in retail?

Q.7. Explain the 5S Houskeeping and how it helps in inventory management, standardization and improving the storage plans.

Q.8 What are the system softwares used in stores?

Q.9 What is importance of warehousing in Retail Business scenario today.

Part C

Q. 10. Case Study (Compulsory 20 Marks)

1. Following are the details of organization X, Y, Z. Please find out
 - a. Total manufacturing cost,
 - b. The profit
 - c. The ratio of profit to sales in %. All the fig given below is in Rs and in Cr.
 - d. As SCM professional what do you derive from the performance of above 3 organizations?

Elements	Organisation X	Organisation Y	Organisation Z
Sales	100.0	100.0	120
Materials	70.0	65	85
Labour	10.0	10	13
OverHead	10.0	10	12
Manf. Costs			
Profit			

Ratio of Profit to Sale%
