



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Logistics & SCM
Post Graduate Diploma in Materials Management - 2 years
PAPER No 8 (enrolment code –PGMM, PGSM)
Supply Chain Management

Dec 2025

Date : 17.12.2025
Time : 10.00 a.m to 1.00 pm

Max. Marks: 70
Duration : 3 Hrs.

Instructions:

1. From Part A, contains 4 main questions (with 5 sub-questions) each question carries 1 mark Total of 20 marks
2. From part B answer any 5 questions out of 5 questions. Each question carries 10 marks – Total of 30 marks
3. Part C is case study, compulsory Total 20 marks
4. Graph Sheet will be provided if required.
5. Use of standard calculator is permitted.

PART – A

[20 marks]

(Compulsory- each sub-question carries one mark)

Q 1. State True or False (5 marks)

- a) Cost minimization and asset maximization is the true goal of a supply chain
- b) Stockastic models have at least two unknown variables
- c) An agile supply chain works at Zero defect
- d) Forrester Effect focuses on delays in Information & material flows and poor decision making
- e) Chase strategy is used when inventory costs are low and goods are made-for-market

Q 2 Fill in the blanks (5 Marks)

- a) Aligning the supply chain strategy to the competitive strategy of the business is called _____
- b) A supply chain operates at 3 levels – strategic, tactical and _____ levels
- c) A big picture view of how much something really costs is called the _____
- d) The concept of having more than one supplier for procurement of raw materials and parts is called _____
- e) RFID stands for _____

Q3. Write the full form of – (5 Marks)

- (i) GSCM (ii) EOQ (iii) TPM (iv) SIPOC (v) SMED

Q 4 Match the following –(5 Marks)

	Column A		Column B
1	Simulation model	a)	Continuous improvement
2	Outsourcing	b)	Mistake proofing
3	Poka Yoke	c)	Identifies the best performing supplier
4	Kaizen	d)	Procurement from a third party
5	Ranking	e)	Evaluating the effect of supply chain strategies

PART B

[30 marks]

(Attempt any 3. Each question carries 10 marks)

- Q5. a)** Creating a Lean supply chain should be based on certain principles. Explain any five principles which should form the foundation of a lean supply chain **(5 Marks)**
- b)** Explain any FIVE strategic supply chain decisions undertaken by organisations **(5 Marks)**
- Q6 a)** A tissue paper supplier at McDonalds is an indirect supplier to the firm. What does an “indirect” supplier mean? How does such a segmenting help the supply chain? **(5 Marks)**
- b)** Explain the various pricing strategies an organization can use to maximise it’s revenue **(5 Marks)**
- Q7. a)** What do you understand by the term “digitalization of the supply Chain”? Very briefly, write the steps involved **(5 Marks)**
- b)** What is a Supplier Contract? Explain any THREE types of supplier contracts ? **(5 Marks)**
- Q8 a)** What do you understand by the term “Aggregate Planning”? Why is it done? **(5 Marks)**
- b)** Compare and Contrast “Green Logistics” and “Reverse Logistics” **(5 Marks)**
- Q9 Write short notes on any TWO – (2 x5= 10 Marks)**
- a. Cash Conversion cycle
 - b. Supply Chain Response Matrix
 - c. Risk Management

PART C

(20 marks)

Q.10 Case Study (compulsory)

A clause in the Returns Policy of Amazon states “Products that are physically damaged, defective, has missing parts, or are different from their description in the product details page are eligible for return. You may also return products if you there is a change of mind and you do not wish to keep the item with you.”

Bob and Christie were celebrating the first birthday of their daughter Masha. They were planning a grand affair and had invited over fifty guests to their home. While they were planning everything from food, decorations, dresses, drinks, parking area etc, one thing struck them that they do not have a shoe rack for fifty pairs of footwear.

Bob hit upon an excellent idea. He ordered a shoe rack from Amazon just a week before the event. The shoe rack arrived the day before the birthday. It was opened (Bob preserved the packing materials) and kept outside the house ... it proved extremely useful in keeping the footwears on one place .

The day after the birthday, Bob cleaned up the shoe rack, packed it back in the box and applied in Amazon for return and refund. The Amazon representative arrived and took back the packet and Bob received the refund within seven working days.

Questions:

- Q1. What is your view on the behaviour of Bob? **(5 Marks)**
- Q2. Generally, when do customers return their purchased goods ? **(5 Marks)**
- Q3. List all the costs that Amazon has incurred in sending the product to the customer and then picking it Back **(5 Marks)**
- Q4. Write a few lines on “Reverse Supply Chain” **(5 Marks)**