JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECNOLOGY

UNIVERSITY EXAMINATIONS 2016/2017

EXAMINATION FOR THE DEGREE OF SCIENCE IN SCHOOL OF ECONOMICS AND BUSINESS

BLM 3212 : ORDER PROCESSING: YEAR II SEMESTER II

TIME: TWO HOURS. APRIL 2017.

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS:

QUESTION 1:

a) What are the primary advantages associated with the implementation of an integrated, automated order processing system? (10 marks)

b) With an aid of a flow diagram showing a customer order cycle:

i. What is a customer order cycle? (2 marks)

ii. Identify and explain all that is entailed in a customer order cycle. (10 marks)

c) Order Processing System links Customers with the Company. What are the functions of the order processing systems? (8 marks).

QUESTION 2:

a) Order processing systems have evolved through **FOUR** (4) levels. Identify the four levels and explain the characteristics of each under the following:

i. Type

ii. Speed

iii. Cost to implement/maintain

iv. Consistency

v. Accuracy. (10 marks)

b) What is EDI and what are the benefits of EDI? (10 marks)

QUESTION 3:

a) A logistics management information system is necessary to provide management with the ability to perform a variety of tasks. Identify and explain at least **SEVEN** (7) of these tasks and importance of each task to the firm (10 marks)

b) Logistics data base is critical for improved performance of the firm. What sources do firms use to get information and what kind of information can be generated from each source to form the data base? (10 marks)

QUESTION 4:

Customers are becoming increasingly demanding about their expectation of suppliers. Customers want consistent delivery time; consistent order cycle; and excellent communications regarding in-stock availability and expected shipment arrival. In short, are demanding integrated logistics system supported by integrated logistics information system, which are aided by integrating a number of technologies such as:

i. Bar-coding
ii. Point-of –sale (pos)
iii. Quick response (QR)
iv. TQM.

Write brief notes on each of the above and their importance in reducing the total order cycle time. (20 marks)

QUESTION 5:

a) Decision support systems **(DSSs)** encompass a wide variety of models, simulations, and application that are designed to ease and improve decision making.

   i. What does DSS incorporate? (2 marks)

   ii. What are the objectives of DSS? (8 marks)

b) To support time-based competition, organizations are increasingly using information technologies as a source of competitive advantage in an effort to reduce order cycle time. Identify at least **THREE** (3) such technologies and explain how each helps in gaining competitive advantage by reducing order cycle. (10 marks)