



**MASENO UNIVERSITY**  
**UNIVERSITY EXAMINATIONS 2016/2017**

**FIRST YEAR SECOND SEMESTER EXAMINATIONS FOR  
THE DEGREE OF MASTER OF SUPPLY CHAIN  
MANAGEMENT**

**CITY CAMPUS**

**MSM 807: INFORMATION SYSTEMS AND  
TECHNOLOGIES FOR SUPPLY CHAIN MANAGEMENT**

Date: 11<sup>th</sup> June, 2017

Time: 9.00 - 12.00 noon

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**INSTRUCTIONS:**

- Answer ANY FOUR questions.
- All questions carry equal marks.



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### QUESTION ONE

- (a) Explain the concept of Information Systems and their strategic use in Business Organizations. [5 marks]
- (b) Describe dimensions of Information systems. [4marks]
- (c) Explain the role of the following systems in a business firm:
- (i) Customer Relationship Management System [3 marks]
  - (ii) Supplier Relationship Management System [3marks]

### QUESTION TWO

- (a) Explain the elements in a problem solving process. [5 marks]
- (b) Describe the phases involved in Systems Development. [10 marks]

### QUESTION THREE

- (a) Discuss the benefits and barriers of procuring online. [7 marks]
- (b) Describe the key processes found in e-procurement models. [8 marks]

### QUESTION FOUR

- (a) Discuss the opportunities and challenges in the use of Integrated Financial Management System(IFMIS) [7Marks]
- (b) Explain the role of Global Positioning Systems(GPS) and Transport Intelligence Systems (ITS) in logistics and supply chain management. [8 marks]

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**QUESTION FIVE**

Describe the role of the following systems in Inventory Management:

- (i) Materials Requirements Planning(MRP) [3 marks]
- (ii) Manufacturing Resource Planning 2(MRP2) [3 marks]
- (iii) Distribution Resource Planning(DRP) [3 marks]
- (iv) Enterprise Resource Planning(ERP) [3marks]
- (v) Just-In-Time (JIT) [3 marks]