

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS
EXAMINATION FOR THE AWARD OF BACHELOR IN PROCUREMENT AND
LOGISTICS MANAGEMENT
BPLM 213: MANAGING SUPPLY CHAIN RELATIONSHIPS
STREAMS: BPLM Y2S1 ODEL
DAY/DATE: THURSDAY 07/08/2025

TIME: 2 HOURS
8.30 A.M. – 10.30 A.M

Instructions to Candidates: Answer question **ONE** and any other **TWO** questions

Question One (30 marks)

- a) Identify and explain the main characteristics of collaborative supplier relationships and how they differ from traditional approaches (10 marks)
- b) Examine the phases of relationship development using the lifecycle model, with reference to Ford's five stages. (10 marks)
- c) Evaluate how trust and information sharing contribute to performance improvement in long-term supply relationships. Use examples where applicable. (10 marks)

Question Two (20 marks)

- a) Describe the five stages of conflict escalation in contractual relationships and explain how they can affect supplier performance. (10 marks)
- b) Outline four non-legal methods of resolving procurement disputes and their suitability for preserving buyer-supplier relationships. (10 marks)

Question Three (20 marks)

- a) Explain five key criteria used to evaluate and select international suppliers. (10 marks)
- b) Discuss the characteristics of successful collaborative buyer-supplier relationships (10 marks)

Question Four (20 marks)

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a) Discuss the steps involved in implementing an outsourcing strategy (10 marks)

b) Identify and explain three major obstacles to successful outsourcing partnerships and propose how they can be overcome (10 marks)
