



STRATHMORE BUSINESS SCHOOL
BACHELOR OF SCIENCE IN SUPPLY CHAIN AND OPERATIONS
MANAGEMENT
END OF SEMESTER EXAMINATION
SCM 3102: HEALTHCARE AND CHEMICAL SUPPLY CHAIN

DATE: Tue, 30th July 2024

TIME: 08:00 – 10:00

Instructions

1. This examination consists of **FIVE** questions.
2. Answer **Question ONE (COMPULSORY)** and any other **TWO** questions.

QUESTION ONE (30 MARKS)

- i.) Discuss **THREE** challenges faced by drugs Manufacturers and Hospitals during Covid-19 pandemic in their effort to offer quality healthcare services. **(6 Marks)**
- ii.) Explain the term Medical Tourism. **(2 Marks)**
- iii.) Discuss **THREE** benefits of having a proper inventory control system in a Healthcare facility. **(6 Marks)**
- iv.) It is important to implement a good distribution system in ensuring drugs are delivered on time and in a costs effective manner. Explain **THREE** advantages. **(6 Marks)**
- v.) Explain Block chain in healthcare. **(2 Marks)**
- vi.) Explain **FOUR** features of block chain in healthcare supply chain **(8 Marks)**

QUESTION TWO (15 MARKS)

You have been hand-picked as one of the expert by a healthcare facility in the country in matter relating to sustainability, advice on what the facility management needs to take into consideration in order to build its sustainable culture.

- i.) Discuss **THREE** benefits of adopting Sustainability in healthcare facility. **(6 Marks)**
- ii.) Explain **THREE** Challenges the management of the healthcare facility would face while adopting Sustainability culture. **(6 Marks)**

- iii.) Explain what is Bullwhip in the context of healthcare and chemical supply chain, give relevant example. **(3 marks)**

QUESTION THREE (15 MARKS)

- a) You have been appointed to head a team that has been charged with the responsibility of procuring products such as re-agent in one of the government hospital in Kenya. In the course of your duties you are likely to encounter various ethical challenges. **Explain** what you would do to maintain ethical practices in this field. **(6 Marks)**
- b) Explain **TWO** factors that would affect the relationship between the healthcare Centre and the suppliers. **(4 Marks)**
- c) Explain **TWO** features of block chain in healthcare supply chain. **(5 Marks)**

QUESTION FOUR (15 MARKS)

- a) Your friend has just been discharged from Hospital after having been admitted for 3 days. Your friend narrates to you that he was kept waiting for a long time before being admitted. Explain **THREE** possible reasons for the delay. **(6 Marks)**
- b) Explain **THREE** goals of procurement in Health care supply chain **(8 Marks)**
- c) Explain strategic model in Supply relationship management. **(1 Marks)**

QUESTION FIVE (15 MARKS)

- a) Discuss **THREE** benefits of Healthcare supply chain mapping. **(6 Marks)**
- b) Define and explain the concept of patient relationship management (PRM). **(3 Marks)**
- c) The decision to acquire products or services in any firm normally do not begin with the procurement unit but rather with the users' department. Discuss **THREE** roles that procurement plays in this case. **(6 Marks)**

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