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Course code: ORG 440
Course: Supply chain management

Date: December 16, 2010
Duration: 0900 – 1300

Total number of pages
including this

Support: Students may use a dictionary (to/from English/Norwegian) or
to/from English and the student's native language.
Calculator w/out memory

Note: You may answer in English and/or Norwegian.
The exam consists of section A and B.
In section **A all questions MUST** be answered.
In section **B choose to answer TWO of the FOUR** questions.
Each answer will be weighted according to the percentage points
assigned to each question.

SECTION A (*mandatory*)

- I. How can Supply Chain Management be applied to customer service? 15%
- II. Discuss important factors which apply in international logistics, and how a firm can balance these factors in organizing international supply chains (25%)

SECTION B (*choose to answer TWO of the FOUR following questions*)

1. Identify various forms of business relationships in supply chains, and discuss why they require various forms of governance. (40%)
2. Discuss the concept and purpose of time-based competition and how this strategy can create competitive advantages in a supply chain. (40%)
3. Define and explain the most important issues in Lambert et al's theoretical framework of supply chain management, with a specific focus on chain members, processes, links and integration. How can this model be used in practice? (40%)
4. Discuss how logistics can contribute to improve value creation for a firm. Pls provide examples.

Remember to write in a readable manner...Good luck!