

- 1.** Give short answers to the following questions: (20)
- i. What is the framework for supply chain performance measurement?
 - ii. What is meant by internal efficiency of a supply chain?
 - iii. What are the customer service metrics? And what do they measure?
 - iv. What is the difference between build to order and build to stock products?
 - v. Explain the term 'Data warehouse'.
- 2.** Discuss in details the operations that suggest supply chain performance. (10)