

BHARATHIAR UNIVERSITY, COMBATORE – 641 046.
SCHOOL OF DISTANCE EDUCATION
PG Diploma in Logistics and Supply Chain Management

(For the SDE students admitted from the academic year 2014-15 onwards)

SCHEME OF EXAMINATIONS

Paper	Subject	Exam Duration	Max.Marks
I	Basics of Logistics & Supply Chain	3 Hrs.	100
II	Export Trade and Documentation	3 Hrs.	100
III	Logistics Management	3 Hrs.	100
IV	Total Quality Management	3 Hrs.	100
V	Viva-Internship & Training	3 Hrs.	100

QUESTION PAPER PATTERN

Time : 3 Hours

Max Marks : 100

Answer any Five Questions (5 X 20 = 100 Marks)

- 1.**
- 2.**
- 3.**
- 4.**
- 5.**
- 6.**
- 7.**
- 8.**

Paper I : Basics of Logistics & Supply Chain

UNIT - I

Logistics Management: Customer Service and Logistics Management – A Perspective - Concepts in Logistics and Physical Distribution - Distribution and Inventory.

UNIT - II

Types of Inventory Control - Demand Forecasting - Warehousing and Stores Management – Routing - Transportation Management - Some Commercial Aspects in Distribution Management – Codification - Distribution Channel Management - Distribution Resource Planning (DRP).

UNIT - III

Supply Chain Management: Introduction - The Need for Supply Chain - Understanding the Supply Chain Management - Participants in Supply Chain - Levels of Supply Chain.

UNIT – IV

Role of a Manager in Supply Chain - Supply Chain Performance Drivers - Key Enablers in Supply Chain Improvement - Inter-relation between Enablers and Levels of Supply Chain Improvement.

UNIT- V

Aligning the Supply Chain with Business Strategy - SCOR Model.

NOTE: Question paper shall cover 100% Theory

Reference Books:

1. D K Agrawal, Textbook of Logistics and Supply Chain Management, MacMillan.
2. G Raghuram & N Rangaraj, Logistics and Supply Chain Management - Cases and Concepts. Mac Millan.
3. Martin Christopher, Logistics & Supply Chain Management: Creating Value-Adding Networks, FT Press.
4. Janat Shah, Supply Chain Management: Text and Cases, 1st Edition, Pearson.

Paper II : Export Trade and Documentation

UNIT - I

Generation of Foreign enquiries, obtaining local quotation & offering to overseas buyers
scrutinizing export order, opening L/C by buyers.

UNIT - II

Export Finance - Forex - Major currencies, Exchange rates, relations & impact - Export costing
and pricing & incoterms.

UNIT - III

Export Packaging - Preparation of pre shipment documentation - Inspection of Export
consignment - Export by Post, Road, Air & Sea - Claiming for Export benefits and Duty
drawbacks.

UNIT - IV

Shipment & Shipping documents - Complicated problems in shipments & negotiation of
shipping documentations - Corporate marketing strategies - 100% EOU & Free trade zone -
Deemed Export.

UNIT - V

Introduction - Exim policy - customs act - other acts relating to export/import - formalities for
commencing - customs formalities - export documentation - project exports - export of services -
export of excisable goods - import documentation - clearance of import goods - 100% export
oriented units - export processing zones - special economic zones - duty drawback procedure -
export/import by post customs house agents - import of different products - import/export
incentives - import licenses etc.

NOTE: Question paper shall cover 100% Theory

Reference Books:

1. Export Import Procedures- Documentation and Logistics, Publisher: New Age International,
By: Shri C Rama Gopal, Chartered Accountant.
2. Export Management, P K Khurana
3. Export Import Management, Justin Paul & Rajiv Aserkar.

Paper III : Logistics Management

UNIT - I

Introduction to logistics management- Definition, scope, functions, objectives - Integrated logistics management, role of logistics in the Supply chain - Logistics & customer service, Role of logistics in competitive strategy, Logistics organization & performance measurement, ERP – SAP – ORACLE.

UNIT - II

Inventory planning, inventory costs, classifying inventory, Nature & importance of warehousing, types of warehouses, warehousing functions, warehouse layout & design. Material handling-objectives, guidelines & principles, selection of material handling equipments. Packaging-role of packaging, packaging materials, consumer & industrial packaging, material handling efficiency

UNIT – III

Transportation- role of transportation in logistics, transportation selection decision, basic modes of transportation- Rail, Road, Water, Air, Pipeline- characteristics of different modes- transport economics - Inter modal operations.

UNIT - IV

Containerization-concept, types, benefits, Types of carriers- indirect & special carriers, Role of intermediaries- shipping agents, brokers- freight management- route planning Role of ports, ICDS, CONCOR - Global shipping options.

UNIT – V

Reverse logistics- scope, design, e-logistics- logistics information system-application of IT in logistics- automatic identification technologies- bar coding, RFID, Logistics outsourcing- 3PL & 4PL, Global logistics- operational & strategic issues.

NOTE: Question paper shall cover 100% Theory

Reference Books:

1. Logistics Management, Ailawadi C Sathish & Rakesh Singh, , Prentice Hall, India, 2005
2. Textbook of Logistics & Supply Chain Management, Agrawal D K, Macmillan India Ltd, 2003
3. The Management of Business Logistics, Coyle et al., , Thomson Learning, 7th edition, 2004
4. Logistical Management- The Integrated Supply Chain Process, Bowersox Donald J, Tata McGraw Hill, 2000

Paper IV : Total Quality Management

UNIT - I

Concept of quality – quality as a customer delight – quality as meeting standards – Actual Vs Perceived Quality - concept of total quality – design, inputs, process and output – need for quantity – function of quality – philosophy of quality – old Vs new – quality as a problem as a challenge – 6 sigma concept.

UNIT – II

Quality management – fundamentals – evolution and objectives – planning for quality – quality process – statistical process control [SPC] and acceptance sampling – quality assurance – total quality management [TQM].

UNIT - III

Quality and productivity – quality and cost – Is quality free of cost – Benefits of quality – competition in quality – Role of MNCs in emergence of global quality.

UNIT – IV

Quality systems – total quality control system Vs total quality management system – total quality control [TQC] in Japan, US, Europe – Element of TQC – Just in time, quality circles, quality teams.

UNIT - V

Quality Improvement Techniques, Pareto Diagrams, Cause-Effect Diagrams, Scatter Diagrams, Run Charts, Cause and Effect Diagrams.

NOTE: Question paper shall cover 100% Theory

Reference Books:

1. Dr.S.Kumar, Total Quality Management, USP Publishers.
2. S K Mandal, Total Quality Management - Principles and Practice, Vikas Publishing House.

Paper V : Viva-Internship & Training
