

(FOR THE CANDIDATES ADMITTED

21UIB513

DURING THE ACADEMIC YEAR 2021

ONLY

REG.NO.

**N.G.M.COLLEGE (AUTONOMOUS) : POLLACHI****END-OF-SEMESTER EXAMINATIONS : NOVEMBER-2023****B.Com IB(SF)****MAXIMUM MARKS: 70****SEMESTER- V****TIME : 3 HOURS**

**PART - III**  
**21UIB513-LOGISTICS MANAGEMENT**

**SECTION - A (10 X 1 = 10 MARKS)****ANSWER THE FOLLOWING QUESTIONS.****MULTIPLE CHOICE QUESTIONS.****(K1)**

1. The logistics is derived from the \_\_\_\_\_ word.  
 a) Greek      b) Latin      c) Spanish      d) American
2. \_\_\_\_\_ is the provision of service to customers before, during and after a purchase  
 a) Customer service      b) Product management      c) Purchase Management  
 d) None of these
3. The term \_\_\_\_\_ refers to any idle resources that can be put to some future use.  
 a) Ware housing      b) logistics      c) Inventory      d) Procurement
4. The warehouses located near the port is \_\_\_\_\_  
 a) field warehouse      b) Buffer storage ware house      c) Bonded warehouse  
 d) Export and Import warehouse
5. \_\_\_\_\_ is the fastest mode of transport  
 a) Road transport      b) Railway transport      c) Water transport      d) Air transport

**ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES****(K2)**

6. Explain the function of logistics activities.
7. Discuss the need for measuring service quality.
8. Summarize the importance of concepts of inventory control.
9. Analyze the importance function of storage facilities.
10. Explain the advantages of multimodal intermodal transport system.

**SECTION – B (5 X 4 = 20 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)**

11. a) Explain the evolution and role of logistics in business.

**(OR)**

- b) Summarize the important activities of elements in logistics.

**(CONTD .... 2)**

12. a) Explain the five dimensions of service quality and customer satisfaction.  
**(OR)**  
b) Difference between core services and value added services.

13. a) Explain the advantages of order processing system.  
**(OR)**  
b) Examine the types of inventory in logistics management.

14. a) Analyze the four major types of warehousing.  
**(OR)**  
b) Describe the importance of documents used in public warehouse.

15. a) Analyze the four common packaging problems in business.  
**(OR)**  
b) Examine the role of transportation in the logistics process.

**SECTION - C****(4 X 10 = 40 MARKS)****ANSWER ANY FOUR OUT OF SIX QUESTIONS****(16<sup>th</sup> QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS  
(FROM Qn. No : 17 to 21)****(K4 (Or) K5)**

16. Explain the importance of logistics interface with marketing.

17. Analyze the elements of customer service in logistics.

18. Describe the characteristics of order processing.

19. Distinguish between private warehouse and public warehouse.

20. Summarize the different types of protective packaging.

21. Explain the major six functions in logistics.

\*\*\*\*\*