MASTERS OF BUSINESS ADMINISTRATION (SUPPLY CHAIN MANAGEMENT) (MBASCMFL)

00198

Term-End Examination

December, 2012

MCQ-020 : SUPPLY CHAIN OPERATION - 3

Time : 2 hours   *Maximum Marks : 50*

*Note : Attempt **any five** questions. All questions carry **equal** marks.*

1. (a) Explain the measures of Warehouse   5
         Productivity in details. What do you
         understand by DIFOT and KPIs.
    (b) Explain space utilization and capacity   5
         utilization under and over capacity.

2. What do you understand by Customer   10
    Relationship Management ? Discuss the benefits
    of Customer Relationship Management in details.

3. What do you understand by Manpower   10
    Development and deployment Issues? Briefly
    explain with examples.

4. Explain IT tools in warehouse operations. Discuss   10
    the Electronic Data Interchange and XML.

5. Define the basic role of Enterprise Resource Planning in inventory management with examples.   **10**

6. Define Logistics management and discuss its planning and monitoring system in detail.   **10**

7. Define the basic concepts of Warehouse Management Systems with examples.   **10**

8. Explain the picking methodologies in warehouse management. Discuss the benefits of picking methods in warehouse management.   **10**

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