

01915

MANAGEMENT PROGRAMME

Term-End Examination

June, 2018

**MS-055 : LOGISTICS AND SUPPLY CHAIN
MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

Note : (i) *Answer any five questions.*

(ii) *All questions carry equal marks.*

1. Every organisation has to move materials to support its operations. What do service companies like Internet Service providers move? Is the concept of supply chain relevant for these companies ?

2. Discuss about the features of World-Class Companies. Your answer should revolve around issues like management level, quality control, integrated operations and technological advances.

3. Define ERP. Give its tangible and intangible benefits. Why does a company pursue a new ERP solution? Compare the key processes of ERP and SCM.

4. "Today's management can't afford to focus only on company's performance in a vacuum; there is an emerging requirement to focus on the performance of the extended supply chain or network in which company is a partner". Comment.

 5. What is meant by 'Reverse Logistics' ? How can reverse logistics cater to a green supply chain strategy in the future ?

 6. Discuss the application of Supply Chain Management principles to few industries in the service sector. You may choose the industries on the basis of value generated by the sector.

 7. Write short notes on **any three** of the following :
 - (a) Efficient Consumer Response
 - (b) World Class Logistics Management (WCLM)
 - (c) Bar Coding and Scanning
 - (d) Importance of Benchmarking for SCM
 - (e) Carrier Relationship Management
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