

## MANAGEMENT PROGRAMME

### Term-End Examination

June, 2022

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

*Time : 3 hours*

*Maximum Marks : 100*

*(Weightage : 70%)*

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

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1. What do you understand by “Physical Distribution Management” ? Explain the various components of Physical Distribution Management.
2. “Internal functions and external suppliers constitute a company’s supply system, which are involved in identification and fulfilment of requirement for equipment, materials and key services in an optimised manner.” Explain the design and management of SCM in view of the statement.

3. “Many innovations on technology-based approaches are well-suited to the enhancement of Supply Chain Management.” Explain the information and technology applications for SCM.
4. “Today’s management cannot afford to focus only on a company’s performance in vacuum; there is an emerging requirement to focus on the performance of the extended supply chain or network in which the company is a partner.” Comment.
5. As a warehouse manager, list out your duties from receiving the goods to their delivery to the manufacturer or to the end customer.
6. What activities can be performed by e-Agents ? How can e-Agents help to enhance collaboration among channel partners ?
7. Write short notes on any **three** of the following :
  - (a) Customer Service
  - (b) World Class Logistics Management
  - (c) Enterprise Resource Planning
  - (d) Benchmarking
  - (e) Fleet Sizing and Configuration