

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao-Goa
TY B. Com, Semester-VI(CBCS), Repeat Semester End Examination, November 2022
Business Management DSE-7
Supply Chain and Logistics Management (COD127)

Duration: 2 Hours**Max. Marks: 80****Instructions:** 1. All questions are compulsory

2. Figures to the right indicate maximum marks

Q.1. Answer in 10 to 12 lines any four of the following: (4x4=16)

- a) Evolution of Logistics
- b) Importance of Logistics
- c) Concept of SCM
- d) Supplier scheduling
- e) Importance of Data management
- f) Advantages of Bar coding

Q.2. Write short notes on any four of the following: (4x4=16)

- a) Logistics in India
- b) Value chain
- c) Supplier certification
- d) Types of forecasts
- e) Customer Service concept
- f) RF technology

Q.3. A) Explain the functions of Logistics Management. (12)

OR

Q.3.B) Describe the nature and concept of Logistics Management. (12)**Q.4.A) Discuss the importance of Supply Chain Management. (12)**

OR

Q.4.B). Explain the reasons for outsourcing in Supply Chain Management. (12)**Q.5.A) Discuss the popular Forecasting techniques used in Demand Management. (12)**

OR

Q.5.B) Describe the Customer service audit method of establishing a Customer Service Strategy. (12)**Q.6.A) Describe the Components of customer service. (12)**

OR

Q.6.B) Discuss a customers various reactions to a stock out situation. (12)