

TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS_ DEPARTMENT OF MANAGEMENT SCIENCE

PAPER A (FEB-MAY 2016)

END OF SEMESTER EXAMINATION QUESTIONS

**COURSE CODE AND TITLE: BPC 4202_ PRINCIPLES OF LOGISTICS
MANAGEMENT**

CLASS: BSc MARITIME STUDIES (COMMERCIAL) YEAR 1 SEM 2

INSTRUCTIONS:

- i. Answer question one and any other two questions
- ii. Do not write on the question paper
- iii. Time allowed is 2 hours

QUESTION ONE

The Chartered Institute of Logistics and Transport (CILT) has invited you to a workshop organized for its members. Discuss the following matters that you will be expected to present at the workshop:

- a) The various objectives of logistics management (10 marks)
- b) The challenges faced in international logistics with comparison to local logistics (10 marks)
- c) The objectives of a good logistics performance measurement system (10 marks)

QUESTION TWO

- a) Logistical decisions can be made at both strategic and operational levels. With clear examples, explain the strategic and operational responsibilities of the Logistics function (10 marks)
- b) Discuss the distinct stages that a firm undergoes in serving the customer, clearly outlining the elements of every stage and explain how the logistics function helps in improving the level of customer service (10 marks)

QUESTION THREE

- a) Material handling costs constitute a very large percentage of the firm's total logistical costs. Explain the guidelines to be followed in designing an effective and efficient material handling system and discuss the criteria to be considered when choosing a machine for material movement in the warehouse (10 marks)
- b) Clearly explain the difference between logistical and product packaging, and highlight the possible objectives of logistical packaging (10 marks)

QUESTION FOUR

- a) What is Third Party Logistics (3PL)? Discuss the process that a firm would adopt in selecting a third party logistics service provider (12 marks)
- b) Explain how reverse logistics can be used as a tool for competitive advantage and discuss the various design considerations for the reverse logistics system (8 marks)

QUESTION FIVE

- a) Explain the use of the following documents in international logistics
 - i. Commercial invoice (3 marks)
 - ii. Bill of lading (2 marks)
 - iii. Export license (3 marks)
- b) Warehousing is a support function for logistics and it plays a key role in attaining the overall supply chain objectives. With examples, discuss the various warehouse performance parameters (12 marks)