

**PG-A-1611      MSPT-105X**

**P.G. DEGREE EXAMINATION —  
JULY, 2022.**

(CY-2020 & AY 2020 Batches)

Second Year

**MULTIMODAL TRANSPORT OPERATIONS**

Time : 3 hours

Maximum marks : 70

**PART A — (5 × 5 = 25 marks)**

Answer any FIVE questions.

1. What are the Functions of infrastructure in Various Modes of Transports?
2. Can you put forth the Role of Freight forwarders?
3. Is there any importance of revenue and Cash flow? Put a justification
4. Write a short note on “Rotterdam Rules”.
5. Can you Summaries the features of ISO 9000?
6. Why should you go for TQM? List out its Benefits
7. Can you list Functions of Montreal Convention?
8. What are the Role of Call centers?

PART B — (3 × 15 = 45 marks)

Answer any THREE questions.

9. “Transport modes and Supply chain Modal interfaces in Logistics” -Describe
  10. Why should we study Operators involved in multimodal transportation ? Justify
  11. How do you calculate through Transport Pricing? Explain the types of Pricing strategies.
  12. Discuss the Regulations regarding carriage of dangerous goods by various modes? Evaluate
  13. Analyze the Marketing of Multimodal Transport Solutions.
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**PG-A-1614 MSPT-102X**

P.G. DEGREE EXAMINATION –  
JULY, 2022.

Logistics Management

(From CY – 2020 onwards)

Second Year

LOGISTICS INFORMATION SYSTEMS

Time : 3 hours

Maximum marks : 70

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions. Each in 300 words.

1. What are the characteristics of Logistics Information system?
2. Write short notes on Internet and office communication.
3. Briefly explain the components of Decision support system.
4. Briefly explain Expert System's architecture and its working.

5. What do you mean by information system planning?
6. Write short notes on 'Management Information system in Indian organizations'.
7. What are the functions of Management Information System?
8. Briefly explain End user computing.

PART B — (3 × 15 = 45 marks)

Answer any THREE questions. Each in 1000 words.

9. Explain the role of information system in managing multiple functions.
10. Explain in detail 'Cloud based systems architecture'.
11. Differentiate between the strategic and tactical information system.
12. Explain system Analysis and Design in information system.
13. Discuss about security and ethical issues of information systems.

**PG-A-1615 MSPT-103X**

**P.G. DEGREE EXAMINATION —  
JULY, 2022.**

**Logistics Management**

**(From CY – 2020 Onwards)**

**Second Year**

**CUSTOMER RELATIONSHIP MANAGEMENT**

**Time : 3 hours**

**Maximum marks : 70**

**PART A — (5 × 5 = 25 marks)**

**Answer any FIVE questions out of Eight questions in  
300 words.**

1. Define CRM.
2. State the significance of CRM.
3. What are the components of customer satisfaction?
4. List out the features of ACD.
5. Write a note on one-to-one relationship marketing.
6. State the features of e-CRM.

7. What are the importance of sales force automation?
8. Write about how to implement CRM in an organisation.

PART B — (3 × 15 = 45 marks)

Answer any THREE questions out of Five questions in 1000 words.

9. What are the components in CRM?
  10. Explain in detail the customer satisfaction models.
  11. Write about customer service and CRM.
  12. What is EMA and What are its components?
  13. How to develop CRM vision and strategy management support?
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**PG-A-1616      MSPT-104X**

**P.G. DEGREE EXAMINATION —  
JULY, 2022.**

**Logistics Management**

**(From CY – 2020 onwards)**

**Second Year**

**WAREHOUSING AND CONTRACT LOGISTICS  
MANAGEMENT**

**Time : 3 hours**

**Maximum marks : 70**

**PART A — (5 × 5 = 25 marks)**

**Answer any FIVE questions out of Eight questions in  
300 words.**

- 1. State the importance of warehousing.**
- 2. List out the types of warehouses.**
- 3. Write down the temperature – controlled warehousing.**
- 4. State the classifications of inventory.**

5. Write about planning and design of a contract logistics facility.
6. List out the factors affecting number of warehouses.
7. What is refrigerated transport system?
8. Briefly explain inventory management.

PART B — (3 × 15 = 45 marks)

Answer any **THREE** questions out of Five questions in 1000 words.

9. Write about organization structure for warehousing operations.
10. Explain the various functions of warehouse.
11. Explain cold storage warehouse.
12. Discuss the functions of warehouse management system.
13. Write about internet based monitoring system for the contract logistics facility.



**PG-A-1617      MSPT-106X**

**P.G. DEGREE EXAMINATION —  
JULY, 2022.**

**Logistics Management**

**(From CY – 2020 onwards)**

**Second Year**

**RETAIL LOGISTICS MANAGEMENT**

**Time : 3 hours**

**Maximum marks : 70**

**PART A — (5 × 5 = 25 marks)**

**Answer any FIVE questions out of Eight questions in  
300 words.**

- 1. Write down the Buyer/Seller relationship in retail logistics.**
- 2. State the importance of Logistics.**
- 3. What is international sourcing in supply chain management?**
- 4. Write down the recent developments in packaging.**
- 5. List out the significance of fleet management.**

6. Write down the impact of RFID technology.
7. What is wastage management in retail?
8. What are the major environmental factors affecting retailing?

PART B — (3 × 15 = 45 marks)

Answer any THREE questions out of Five questions in 1000 words.

9. Explain the retail logistics structure and its importance with example.
10. Discuss the role of culture in international markets.
11. Discuss the various types of food packaging.
12. Explain the forces driven increased supply chain integration.
13. Discuss the logistics performance management.

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