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DIPLOMA IN LOGISTICS MANAGEMENT
SCHEME OF EXAMINATION

Subject code	Title of the Paper	Credit	Hours	Passing Minimum
Semester I				
C17LM11/E17LM01	Fundamentals of Management	6	90	40/100
C17LM12/E17LM02	Logistics Management	6	90	40/100
C17LM13/E17LM03	Supply Chain Management	6	90	40/100
C17CE10/E17CE10	Communicative English	6	90	40/100
C17LMP1/E17LMP1	Practical - I MS office	6	90	40/100
Semester II				
C17LM21/E17LM05	Warehouse Management	4	60	40/100
C17LM22/E17LM06	Inventory Management	4	60	40/100
C17LM23/E17LM07	Fundamentals of Quantitative Methods	4	60	40/100
C17LS05/E17LS05	Life Skill	6	90	40/100
C17LMP2/E17LMP2	Internship / Project	12	180	40/100

Eligibility for admission: Pass in 10th std examination conducted by the Govt. of Tamil Nadu Board of Secondary Education, Government of Tamil Nadu or any other equivalent examination.

Examination: Passing Minimum for each paper is 40%. Classification will be done on the basis of percentage marks of the total marks obtained in all the papers and as given below:

- 40 % but less than 50 % - Third class
- 50 % but less than 60 % - Second class
- 60 % and above - First class

Syllabus

First Semester:-

- Paper I - Fundamentals of Management
- Paper II - Logistics Management
- Paper III - Supply Chain Management
- Paper IV - Communicative English
- Paper V - Practical I - MS Office

Second Semester:-

- Paper VI - Warehouse Management
- Paper VII - Inventory Management
- Paper VIII - Fundamentals of Quantitative Methods
- Paper IX - Life Skill
- Paper X - Internship / Project

***(Semester Pattern for Community College Only)**

SEMESTER I

FUNDAMENTALS OF MANAGEMENT

Unit-I

Nature and functions of Management – Skills and levels of management – Different approaches to management – systems approach – Social Responsibility of Business.

Unit-II

Planning – Nature – Importance – Types – Steps in planning process – MBO – Strategic planning process.

Unit-III

Formal / Informal organization – Organizational structure – organizing process – Departmentalization – Authority delegation – Decentralization – Coordination.

Unit-IV

Staffing procedure-Recruitment, Selection, Induction, Performance and Potential Appraisal;- Training and development, Methods, Design & Evaluation of T & D Programmes,

Unit-V

Direction and Communication – Processes, Barriers and Types, Decision making, System and process of controlling, Control techniques, Total quality management – Use of IT in management functions

References

Essentials of Management – Harold Koontz, Heinz Weihrich

Principles of Management – Tripathi, Reddy

Management: A competency based approach – Hellriegel and Slocum

LOGISTICS MANAGEMENT

Unit-I

Overview of Logistics – Responsibilities of the logistics operator – Multi-modal challenges and opportunities.

Unit-II

Importance of distribution, Logistics - commercial distribution, the role of logistics in the provision of distribution services.

Unit-III

Concept of multi modal transport – Inbound and Outbound Logistics System - Different transport modes – Modal interfaces – Inter-modal systems – road/rail/sea; sea/air; road/air; road/rail, sea/rail, sea/road – Inland Container Depot (ICD) & Container, Freight Station (CFS) Terminals.

Unit-IV

Vehicles - trucks, trains, aircraft and ships, Swap bodies, double stacks, trailer types, - Role of (3PL) Service Providers, Types of 3PL, Emergence of 4PL service.

Unit-V

Freight management, freight forwarding logistics – Tracking of consignments, depots, warehouses, Warehousing Providers - Just In Time' delivery, Supply chain concept.

References:-

1. Logistics by Donald Waters
2. Logistics Management and Strategy by Alan Harrison and Remko Van Hoek

SUPPLY CHAIN MANAGEMENT

Unit I

Supply Chain – Definition, Generalized Supply Chain Model, Components, features, Types, benefits, Extended organization, Integrative Management, Responsiveness and Obstacles, Supply Chain Synchronization. Supply Chain Security-International Sourcing.

Unit II

Customer Focused Marketing – Customer Services, customer service priorities and standards, customer service strategy, Customer Satisfaction and retention, Customer Success.

Unit III

Procurement - Development and Management of suppliers. Manufacturing – scheduling, flow systems, automation, flexibility, Inventory Functionality, Logistical Interfaces, Packaging, Materials Handling. Outsourcing – importance, determinants for outsourcing decisions, vendor-managed inventories.

Unit IV

Transport Functionality, Principles and Participants- Transportation Service - Transportation Economic And Pricing- Transport Administration –Documentation. Warehousing Operations, Warehousing Ownership Arrangements- Warehouse Decisions.

Unit V

Comprehensive Information System Integration-Communication Technology, Supply Chain Information System, E commerce advantages and disadvantages for SCM, Management of Supply Chain Relationships.

Reference Books:

1. Supply Chain Logistics Management - Bowersox, Closs & Cooper
2. World Class Supply Management - Burt, Dobbler, Starling, TMGH, 7th ed.

COMMUNICATIVE ENGLISH

UNIT- I Communication – Meaning – Definition – Process/Element – Principles of effective communication - Importance – Modern communication devices – Barriers of communication – Measures to Overcoming the Barriers.

UNIT – II Structure of a business letter – Kinds of Business Letters — Letter of Enquiry – Quotations – Offers – Order letters – Trade Reference - Execution of order – Cancellation of an order.

UNIT – III Complaint letters – Adjustment and Settlements – Circular letters.

UNIT – IV Sales letters – Three P’s of Sales Letters – Functions of Sales Letters.

UNIT – V Banking letters – Importance – Principles – Job Applications

Reference Books:

1. Commercial Correspondence and Office management – R.S.N.Pillai and Baghavathi
2. Modern Business Correspondence and Minutes writing – J.C. Bahi and S.M. Nagamia
3. Essentials of Business communication – Rajendrapal anf J.S.Korlahali
4. Business correspondence and Report writing – R.C. Sharma , Krishna mohan
5. Modern Business Letter – L. Gartside

PRACTICAL – I

MS OFFICE

1. Capabilities of computers, Block diagram, generations of computers
2. Types of computers, Input devices, output devices, memory devices, Storage devices, RAM and ROM, Internet and its concepts.
3. Applying advanced formatting techniques, formatting pages, working with columns, constructing high quality tables
4. Creating outlines in word. Working with complex documents, managing data with word
5. Mail merge, publishing online forms, adding references to documents, working together on documents.
6. Creating Excel worksheets: entering and editing cell entries, working with numbers, changing worksheet layout, other formatting options, printing in excel, creating charts and statistical functions.
7. Creating power point presentations.

Reference Book:-

- 1) Gini Courter & Annettel Marquis-MS Office 2010, BPB Publishing
- 2) Stephen L. Nelson-Office 2010
- 3) Tata Mc Graw Hill-Computer reference

SEMESTER II

WARE HOUSE MANAGEMENT

Unit I

Warehouse Management (WM) - Concepts & function of Warehouse Management. Types - Private Warehousing, Public Warehousing, Contract Warehousing.

Unit II

Location selection for warehouse, Warehouse Layout design and Structure. Warehouse Equipment, Racking, Dock Equipment, Pallets, Lift Truck, Automated Equipment.

Unit III

Basic Warehouse Operations: Receiving, Basics Documents, Receiving Scheduling, Unloading, Palletization, Update, Putaway operations, Putaway Strategies, Rainbow Pallets, 2-step Putaway. Warehouse Management Vs Stores Management.

Unit IV

Material handling Decision on Warehousing and storekeeping, strategies of storekeeping. Material handling - System design, Automated Data Collection Facilities, Space management.

Unit V

Warehousing Ownership Arrangements - Warehouse Decisions, Warehouse movement types. Strategic Warehousing, Warehouse Management Business Scenario. Warehouse system arrangement, Zero Inventory and JIT Philosophy.

Reference Books:

1. International Logistics Wood, D.F. - A Barone, P.Murphy, and D.L. Wardlow,.
2. Business Logistics Management - Ronald H.

INVENTORY MANAGEMENT

Unit I

Fundamental principles of inventory control, Inventory management measurements and techniques, Importance & Scope of Inventory Control,

Unit II

Costs Associated with Inventory, financial importance of inventory management and control, Types of Inventory, Inventory classifications – raw materials, work-in- process, and finished goods.

Unit III

Inventory Control, Selective Inventory Control, Economic Order Quantity, Safety Stocks, Inventory Management Systems

Unit IV

Forecasting Techniques, Principles of Material Requirements Planning, Material Requirement Planning, Manufacturing Planning (MRP-II), Just in Time (JIT).

Unit V

Internal and external lead time and cumulative lead time, work in Process Inventories, Finished Goods Inventories, General Management of Inventory, Spare Parts Inventories, Use of Computers in Inventory Management.

Reference Books:-

1. Inventory Management by Steven M. Bragg
2. Inventory Management by Chandra Bose

FUNDAMENTALS OF QUANTITATIVE METHODS

Unit I:

Set theory – Coalitions - Venn Diagrams – relations - Domain – Co-domain. Functions – Linear and nonlinear – Maxima and minima. Business Applications of Matrix.

Unit II:

Statistics - Meaning, scope, characteristics and Limitations. Statistical enquiry - Census and sample survey. Data - Primary and secondary. Data collection - Scale – Types & Characteristics (Nominal to Ratio scale) – classification - tabulation (Univariate & Bi-variate). Frequency Distribution – Graphical representation (Bar Charts – Pie Diagram – Line graphs).

Unit III:

Measures of Central tendency-Arithmetic mean, median, mode, harmonic mean and Geometric Mean-Weighted Arithmetic Mean.

Unit IV:

Measures of dispersion – Range – Moments - Standard deviation - Co-efficient of variation- Skewness and Kurtosis. Correlation and Regression - Rank correlation. Introduction to Hypothesis Formation and Testing.

Unit V:

Arithmetic and Geometric Progression. Index number – Types of index numbers. Time series - Trend (Secular, cyclical, seasonal and random) – use of time series in business and forecasting.

Reference Books :

1. Statistics for Management -Richard I. Levin & David S. Rubin
2. Statistical Methods-SP Gupta
3. Statistics for management - Richard I Levin & David S Rubin
4. Fundamentals of Mathematical Statistics - Gupta S.C. and Kapoor V.K
5. Complete Business Statistics - Aczel A.D. and Sounderpandian J.

LIFE SKILL

UNIT-I ATTITUDE: Positive thinking – Goal setting – Problem Solving and Decision making – Leadership and Team Work.

UNIT-II COMMUNICATION SKILLS: Oral communication: Concept of English language – Fluency – Verbal Communication in official and public situations.

UNIT-III COMMUNICATION SKILLS: Written Communication: Comprehension – Writing a formal letter like application for Job, enquiry, reply, complaint such others – preparation of Resume, Curriculum Vitae.

UNIT-IV COMPUTING SKILLS – 1: Introduction to Computers, its various components and their respective functions – Memory storage devices – Microsoft (MS) Office – MS Word.

UNIT-V COMPUTING SKILLS – 2: Internet Basics – Origin of Internet – Modem – ISP – Upload – Download – e-mail – Origin of worldwide web (www) Browsers – Search engines.

Reference Books:

Life skill, Manonmaniam Sundaranar University Publications Division (2011)

INTERNSHIP / PROJECT

The students of this course are required to take up Internship training or undertake a project work on a specific topic during the second semester and submit a report at the end of the semester but before the commencement of the end semester examination. The period of the internship can be decided the centres concerned according to the availability of the training opportunities available. The choices could be either the internship can be on a daily basis in the afternoon or evening throughout the semester or for a period of one month after completion of the classes, before the examinations.