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Time : 1½ Hours

**LOGISTICS MANAGEMENT**

**Subject Code**

H	0	8	6
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Total No. of Questions : 3

(Printed Pages : 5)

Maximum Marks : 30

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**INSTRUCTIONS** : (i) Answer each question on a fresh page.

(ii) Write the question number and sub-question number clearly.

(iii) All questions are compulsory.

(iv) Figures to the right indicate full marks.

1. (A) Fill in the blanks with appropriate alternative given below :  $6 \times \frac{1}{2} = 3$

(i) The person responsible for the petty cash is known as the petty cash .....

(a) Respondent

(b) Writer

(c) Speaker

(d) Custodian

(ii) ..... is a collection of systems, hardware, procedures and people that all work together to process, store and produce information that is useful to the organization.

(a) M.I.S.

(b) Transport

(c) Purchase

(d) Drawing

- (iii) ..... is issued by a bank on behalf of an importer, that guarantees an exporter payment for goods or services.
- (a) Letter of Credit
  - (b) Letter of Authority
  - (c) Letter of Thanks
  - (d) Letter of Sale
- (iv) ..... have been developed by International Chamber of Commerce.
- (a) INCOCONTAINER
  - (b) INCOTRAIN
  - (c) INCOTERMS
  - (d) INCODEFINITIONS
- (v) ..... is the one who buys the product and service.
- (a) Customer
  - (b) Binner
  - (c) Custodian
  - (d) Assistant
- (vi) ..... has been developed and is being used to influence the decision making process of the customers by appealing to their senses.
- (a) International marketing
  - (b) Direct marketing
  - (c) Wholesale marketing
  - (d) Sensory marketing

(B) Answer the below questions in *one* or *two* sentences each :  $3 \times 1 = 3$

(1) What is a mail ?

(2) What is a record ?

(3) Why are “Export Incentives” given to industries and firms ?

(C) Answer the following in *two* to *four* sentences each :  $2 \times 2 = 4$

(1) Suggest any *four* factors to be considered while selecting office machines ?

(2) Name any *four* components of office environment.

2. (A) Select the *correct* answer from the given choices :  $6 \times \frac{1}{2} = 3$

(1) ..... e-commerce pertains to transactions conducted between two businesses.

(a) B2C

(b) B2G

(c) B2B

(d) B2M

(2) ..... is the buying and selling of goods and services, over an electronic network, primarily the internet.

(a) E-commerce

(b) E-transfer

(c) ERP

(d) SAP

- (3) ..... protects the system from external threats.
- (a) Firewall
  - (b) EDI
  - (c) ERP
  - (d) Script Kiddies
- (4) ..... is the primary problem for e-commerce in developed and developing countries.
- (a) Logistics
  - (b) Security
  - (c) Stability
  - (d) Taxation
- (5) Insurance works on the basic principle of .....
- (a) Risk sharing
  - (b) Profit sharing
  - (c) Government funding
  - (d) Trade funding
- (6) ..... sector banks are nationalized by the government of our country.
- (a) Private
  - (b) International
  - (c) Public
  - (d) Trade

- (B) Answer the below questions in *one* or *two* sentences each :  $3 \times 1 = 3$
- (1) What is an export licence ?
  - (2) Why do customers need to be informed about products and services ?
  - (3) Who is the company's most vital asset ?
- (C) Answer the following in *two* to *four* sentences each :  $2 \times 2 = 4$
- (1) State the objectives of "Customs Control".
  - (2) Why is customer service important in business ?
3. (A) Answer the below questions in *one* or *two* sentences each :  $3 \times 1 = 3$
- (1) Suggest any *two* methods of collecting customer feedback.
  - (2) What is the full form of EDI ?
  - (3) What is the advantage of demand draft ?
- (B) Answer the following in *two* to *four* sentences each :  $2 \times 2 = 4$
- (1) How can you attract new customers for the company ?
  - (2) Write any *two* advantages of e-commerce.
- (C) Mention the documents required to open a Savings Account.  $1 \times 3 = 3$