

**C-5388**

**Sub. Code**

**80915**

**M.B.A. DEGREE EXAMINATION, APRIL 2025**

**First Semester**

**Logistics and Supply Chain Management**

**ORGANISATIONAL BEHAVIOUR**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Section A**

(10 × 1 = 10)

Answer **all** questions.

1. Which discipline is concerned with science of mind, soul, Consiousness and human behavior
  - (a) Sociology
  - (b) Anthropology
  - (c) Psychology
  - (d) Political Science
2. Objective of OB is to explain
  - (a) Behaviour description and behavior influence
  - (b) Behaviour influence and behavior Prediction
  - (c) Behaviour Prediction and behavior Understanding
  - (d) Behaviour description, behavior influence, behavior Prediction and behavior Understanding
3. Basic conviction about what is right or wrong good or bad, desirable or not is
  - (a) Ethics
  - (b) Values
  - (c) Emotions
  - (d) Attitude

4. The need to discover who we are and to develop ourselves to the full extent possible
  - (a) Self actualization
  - (b) Affiliation need
  - (c) Physiological need
  - (d) Esteem need
5. The extent to which an employee identifies himself with the organization refers to
  - (a) Job involvement
  - (b) Job Satisfaction
  - (c) Organisational Commitment
  - (d) Continuous Commitment
6. Under which function of attitude a manager is too adamant to change his attitude
  - (a) Utility
  - (b) Ego defensive
  - (c) Co-opting
  - (d) Value expressive
7. Electronic meeting is an advanced version of
  - (a) Delphi technique
  - (b) Nominal group technique
  - (c) Dialectic decision method
  - (d) Brainstorming
8. Worker's association represents
  - (a) Formal group
  - (b) Interest group
  - (c) Command group
  - (d) Informal group
9. Change resisted on account of fear is known as
  - (a) Economic factor
  - (b) Social factor
  - (c) Psychological factor
  - (d) Cultural factor

10. The consequence of any change that disturbs equilibrium is called
- (a) Resistance                      (b) Rejection
  - (c) Willing acceptance (d) Forced acceptance

**Section B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b)

11. (a) Specify the salient features of inter disciplinary approach.

Or

- (b) Distinguish between system approach and contingency approach.

12. (a) State the methods of personality under projective method.

Or

- (b) Distinguish people with internal focus of control and people with external focus of control.

13. (a) Distinguish “Attitude and Beliefs”.

Or

- (b) Compare and contrast the Maslow’s theory and Herzberg’s theory.

14. (a) Mention the problems associated with informal organization.

Or

- (b) Write the difference between a leader and Manager.

15. (a) Explain the various types of change in an organization.

Or

- (b) How would you sustain a culture?

**Section C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b)

16. (a) Elaborate the characteristics of OB.

Or

- (b) Bring out the various disciplines contribution to Nob.

17. (a) Briefly discuss the different theories of personality.

Or

- (b) Discuss in detail the various stages involved in perpetual process.

18. (a) Explain the theories of attitudinal change.

Or

- (b) Elucidate the different forms of values in organization.

19. (a) Write in detail the various stages in group development.

Or

- (b) Explain in detail the causes of stress and how to manage it?

20. (a) Discuss the -advantages and limitation.

Or

- (b) Elobrate on various drivers of organization resistance.

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<b>Sub. Code</b>
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<b>80921</b>
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**M.B.A. DEGREE EXAMINATION, APRIL 2025**

**Second Semester**

**Logistics and Supply Chain Management**

**PRODUCTION AND MATERIALS HANDLING IN  
LOGISTICS**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. What is the primary role of production management?
  - (a) Marketing products
  - (b) Managing financial accounts
  - (c) Overseeing the production process
  - (d) Conducting market research
2. What is the main objective of plant layout?
  - (a) Maximizing marketing reach
  - (b) Reducing employee turnover
  - (c) Ensuring safety and efficient material flow
  - (d) Increasing product variety

3. What is the primary goal of work study?
  - (a) Reducing marketing costs
  - (b) Improving production efficiency
  - (c) Increasing product prices
  - (d) Enhancing brand image
4. What is the function of hoisting machinery?
  - (a) Transporting goods horizontally
  - (b) Sorting items
  - (c) Packaging products
  - (d) Lifting and lowering loads
5. What is a key consideration in the economics of material handling equipment?
  - (a) Cost analysis      (b) Employee preferences
  - (c) Brand image      (d) Marketing strategy
6. What is the primary objective of method study?
  - (a) Improving the appearance of products
  - (b) Enhancing marketing strategies
  - (c) Increasing product prices
  - (d) Streamlining production processes
7. What is the purpose of standard time computation in work measurement?
  - (a) To determine the minimum product price
  - (b) To establish a baseline for employee performance
  - (c) To calculate marketing costs
  - (d) To evaluate customer satisfaction

8. Which type of material handling equipment is used to elevate goods?
- (a) Conveyor belts      (b) Forklifts  
(c) Cranes                (d) Elevators
9. What is the main consideration when conducting a cost analysis for material handling equipment?
- (a) Employee satisfaction  
(b) Initial purchase price  
(c) Operating costs and efficiency  
(d) Product color and design
10. What is a key factor in selecting material handling equipment?
- (a) Product appearance  
(b) Cost efficiency  
(c) Market trends  
(d) Employee preferences

**Part B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain either the meaning and function of production management or the types of production systems.

Or

- (b) Discuss either the safety considerations in plant layout or the environmental aspects of plant layout.

12. (a) Describe either the need for selecting a suitable plant location or the factors influencing plant location.

Or

- (b) Explain either the principles of plant layout or the types of plant layout.
13. (a) Discuss either the objectives of work measurement or the techniques of work measurement.

Or

- (b) Describe either the selection criteria for material handling equipment or the cost considerations for material handling equipment.
14. (a) Explain either the role of hoisting machinery in material handling or the use of elevating equipment in material handling.

Or

- (b) Discuss either the types of conveying equipment or the design considerations for conveying equipment.
15. (a) Describe either the cost indices used in material handling or the importance of cost accounting in material handling.

Or

- (b) Explain either the plant layout problem or the factors influencing plant layout.



**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Explain in detail either the meaning and function of production management or the role and responsibility of the production function in an organization.

Or

- (b) Explain either the safety considerations in plant layout or the environmental aspects of plant layout and their importance.

17. (a) Explain either the need for selecting a suitable plant location or the factors influencing plant location and their impact on production.

Or

- (b) Explain either the principles of plant layout or the factors influencing plant layout and their implications.

18. (a) Explain either the objectives of work measurement or the techniques of work measurement and their applications.

Or

- (b) Explain either the selection criteria for material handling equipment or the cost considerations and analysis for material handling equipment.

19. (a) Explain either the role of hoisting machinery in material handling or the use of elevating equipment in material handling and their benefits.

Or

- (b) Explain either the types of conveying equipment or the design considerations, materials, and cost factors for conveying equipment.

20. (a) Explain either the cost indices used in material handling or the importance and role of cost accounting in material handling.

Or

- (b) Explain either the plant layout problem or factors influencing plant layout and their impact on production efficiency.
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**C-5392**

**Sub. Code**

**80922**

**M.B.A. DEGREE EXAMINATION, APRIL 2025**

**Second Semester**

**Logistics and Supply Chain Management**

**HUMAN RESOURCE MANAGEMENT**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. F.W.Taylor is generally accepted as the founder of
  - (a) Scientific management
  - (b) Stores management
  - (c) Personal management
  - (d) None of the above
2. Supervision has an important place today since it ——
  - (a) Guides the subordinates
  - (b) Creates groupism
  - (c) Creates unity among workers
  - (d) None of the above
3. Success of management is largely a matter of ——
  - (a) Leadership
  - (b) Supervision
  - (c) Effective direction and leadership
  - (d) None of the above

4. The human relations theory rejects \_\_\_\_\_
- (a) Human motivation
  - (b) People
  - (c) Formal institutionalization
  - (d) Informal functioning
5. Training adds to \_\_\_\_\_
- (a) Practical efficiency
  - (b) Knowledge
  - (c) Irregular work habits
  - (d) None of the above
6. \_\_\_\_\_organization exercises a powerful influence on the attitude and performance of employees.
- (a) Normal                      (b) Formal
  - (c) Informal                      (d) None of the above
7. The type of leader who welcomes the participation of the group in the formulation of policies and decision-making is \_\_\_\_\_
- (a) democratic leader   (b) laissez-faire leader
  - (c) autocratic leader   (d) none of the above
8. The practice of placing a candidate at the right job is \_\_\_\_\_
- (a) placement                      (b) interview
  - (c) selection                      (d) none of the above
9. Behavioural factors consist of \_\_\_\_\_
- (a) Physical fitness and personal attitude
  - (b) Personal attitudes and work habits
  - (c) Behavior patterns and work habits
  - (d) None of the above

10. One who does too much work is called
- (a) A squealer                      (b) A rate buster
- (c) A chiseller                      (d) None of the above

**Part B** (5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain the functions of HR.
- Or
- (b) What are the Qualities of HR? Explain.
12. (a) What are the characteristics of an effective appraisal system?
- Or
- (b) What are the benefits of training?
13. (a) Write a short note on features of industrial relations.
- Or
- (b) Explain the industrial relations in emerging socio-economic scenario.
14. (a) Write the theories of counseling.
- Or
- (b) Explain briefly on client-centered theory.
15. (a) Write the main functions of international human resource management.
- Or
- (b) Explain briefly the pressures of globalization.

**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Explain in detail the evolution of HRM.

Or

- (b) Write a short note on Job analysis.

17. (a) Explain in detail the problems with performance appraisal.

Or

- (b) Write the characteristics of potential appraisal system.

18. (a) Write the suggestions to improve industrial relations.

Or

- (b) Explain in detail the employee grievances and discipline.

19. (a) Discuss the importance of rational-emotive theory in detail.

Or

- (b) Explain the human resource accounting and information system.

20. (a) Write a short note on recruitment policy.

Or

- (b) Discuss about the importance of international compensation.

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**Sub. Code**

**80923**

**M.B.A. DEGREE EXAMINATION, APRIL 2025**

**Second Semester**

**Logistics and Supply chain Management**

**FINANCIAL MANAGEMENT**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following is an emerging role of finance managers in India?
  - (a) Traditional bookkeeping
  - (b) Strategic planning and analysis
  - (c) Manual payroll processing
  - (d) Routine clerical tasks
2. What is the nature of financial management?
  - (a) Static and unchanging
  - (b) Dynamic and evolving
  - (c) Irrelevant to business success
  - (d) Only concerned with short-term goals

3. Which type of debenture is secured by a charge on the assets of the company?
- (a) Convertible debenture
  - (b) Non-convertible debenture
  - (c) Secured debenture
  - (d) Unsecured debenture
4. What is the primary right of equity shareholders?
- (a) Fixed dividend
  - (b) Voting rights
  - (c) Priority in repayment
  - (d) Fixed interest
5. What is the overall cost of capital?
- (a) The average cost of all sources of funds
  - (b) The cost of a single source of funds
  - (c) The cost of short-term funds
  - (d) The cost of long-term funds
6. Which factor influences capital structure?
- (a) Market conditions
  - (b) Employee preferences
  - (c) Product design
  - (d) Customer feedback
7. What is primary purpose of accounts receivables management?
- (a) Increasing sales
  - (b) Managing cash flow
  - (c) Reducing production costs
  - (d) Enhancing employee productivity



8. Which of the following is source of working capital finance?
- (a) Trade credit
  - (b) Long —term loans
  - (c) Equity shares
  - (d) Fixed deposits
9. What does the Internal Rate of Return (IRR) indicate?
- (a) The discount rate that makes NPV zero
  - (b) The total profit of a project
  - (c) The payback period of a project
  - (d) The accounting rate of return
10. Which approach assumes that the cost of capital is constant?
- (a) Net Income (NI) approach
  - (b) Net Operating Income (NOI) approach
  - (c) Payback period approach
  - (d) Profitability Index (PI) approach

**Part B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Discuss the role of finance manager in India.

Or

- (b) Briefly explain the scope of financial management.

12. (a) Explain the main types of shares issued by companies.

Or

- (b) Explain the primary benefit of hire purchase for businesses.
13. (a) Apex Ltd., is expecting an annual EBIT of Rs. 1 lakh. The company has Rs. 4 lakhs in 10% debentures. The cost of equity capital or capitalization rate is 12.5%. You are required to calculate the total value of the firm and also state the overall cost of capital under Net Income Approach.

Or

- (b) What are the key considerations in determining a company's capital structure?
14. (a) Explain the primary objective of working capital management.

Or

- (b) What are the principles of working capital management?
15. (a) The initial cash outlay of a project is Rs. 50,000 and it generates cash inflows of Rs. 20,000; Rs. 15,000; Rs. 25,000; and Rs. 10,000 in four years. Using present value index method, appraise profitability of the proposed investment assuming 10% rate of discount.

Or

- (b) What is the need and significance of capital budgeting?

**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Describe the overview of financial management.

Or

- (b) Discuss the relationship of financial management with others areas of management.

17. (a) Discuss the different types of debentures and their features.

Or

- (b) Describe the process and benefits of project financing.

18. (a) A company issues Rs. 10, 00,000, 10% redeemable debentures at a discount of 5%. The costs of floatation amount to Rs. 30,000. The debentures are redeemable after 5 years. Calculate before — tax and after — tax cost of debt assuming a tax rate of 50%.

Or

- (b) Discuss the assumptions and implications of the NI and NOI approaches in capital structure theories.

19. (a) Describe the various sources of working capital finance.

Or

- (b) Explain the limitations of inadequate and excessive working capital.

20. (a) Project X involves an initial outlay of Rs. 32,400. Its working life is expected to be three years. The cash streams generated by the same are expected to be as follows.

Year	Cash inflow Rs.
1	16,000
2	14,000
3	12,000

What is the IRR?

Or

- (b) Discuss the various methods of evaluating capital budgeting proposals.

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**Sub. Code**

**80924**

**M.B.A. DEGREE EXAMINATION, APRIL 2025**

**Second Semester**

**Logistics and Supply Chain Management**

**RESEARCH METHODS FOR BUSINESS**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Section A**

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following statement is correct?
  - (a) Reliability ensures the validity
  - (b) Validity ensures reliability
  - (c) Reliability and validity are independent of each other
  - (d) Reliability does not depend on objectivity
2. Which of the following statements is correct?
  - (a) Objectives of research are stated in first chapter of the thesis
  - (b) Researcher must possess analytical ability
  - (c) Variability is the source of problem
  - (d) All the above
3. The first step of research is
  - (a) Selecting a problem
  - (b) Searching a problem
  - (c) Finding a problem
  - (d) Identifying a problem

4. Research can be conducted by a person who
- (a) holds a postgraduate degree
  - (b) has studied research methodology
  - (c) possesses thinking and reasoning ability
  - (d) is a hard worker
5. Research can be classified as
- (a) Basic, Applied and Action Research
  - (b) Philosophical, Historical, Survey and Experimental Research
  - (c) Quantitative and Qualitative Research
  - (d) All the above
6. To test null hypothesis, a researcher uses
- (a) t test
  - (b) ANOVA
  - (c)  $\chi^2$
  - (d) factorial analysis
7. Bibliography given in a research report
- (a) shows vast knowledge of the researcher
  - (b) helps those interested in further research
  - (c) has no relevance to research
  - (d) all the above
8. A research problem is feasible only when
- (a) it has utility and relevance
  - (b) it is researchable
  - (c) it is new and adds something to knowledge
  - (d) all the above

9. The study in which the investigators attempt to trace an effect is known as
- (a) Survey Research
  - (b) Summative Research
  - (c) Historical Research
  - (d) 'Ex-post Facto' Research
10. Generalized conclusion on the basis of a sample is technically known as
- (a) Data analysis and interpretation
  - (b) Parameter inference
  - (c) Statistical inference
  - (d) All of the above

**Section B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain the nature of Social Science research.  
Or  
(b) Illustrate the significance of research design.
12. (a) Determine literature of review.  
Or  
(b) Explain the importance of Qualitative research.
13. (a) Differentiate questionnaire Vs Schedule.  
Or  
(b) Write the importance of tabulation with examples.
14. (a) Write the different types of Data.  
Or  
(b) Explain coding with examples.

15. (a) Write short note on report writing.

Or

- (b) Infer the key factors of presentation of Data.

**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Explain the types of research with examples.

Or

- (b) Illustrate the components of research design.

17. (a) Determine Formulation of research problem.

Or

- (b) Explain the Techniques of Questionnaires”.

18. (a) Determine Random Sampling Methods with examples.

Or

- (b) Demonstrate the analysis and interpretation of Data.

19. (a) Write the purpose of processing of Data.

Or

- (b) Write a short note on

(i) Simple Correlation and Regression

(ii) Chi-Square Test.

20. (a) Narrate the Scheme of Presentation with examples.

Or

- (b) Elaborate various kinds of figures and diagrams in a Research report.



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<b>Sub. Code</b>
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<b>80925</b>
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**M.B.A. DEGREE EXAMINATION, APRIL 2025.**

**Second Semester**

**LOGISTICS AND SUPPLY CHAIN MANAGEMENT**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. What is the primary objective of business logistics?
  - (a) Minimizing costs
  - (b) Maximizing profits
  - (c) Ensuring customer satisfaction
  - (d) Reducing inventory levels
  
2. What does the make vs buy approach involve?
  - (a) Choosing between producing in-house or outsourcing
  - (b) Selecting the right market for products
  - (c) Deciding on marketing strategies
  - (d) Determining pricing policies

3. What is the role of a logistics information system?
  - (a) Tracking marketing campaigns
  - (b) Managing human resources
  - (c) Enhancing supply chain visibility
  - (d) Controlling financial resources
4. Which of the following is a function of warehousing?
  - (a) Marketing
  - (b) Production
  - (c) Storage
  - (d) Three-Point Logistics
5. What does 3PL stand for?
  - (a) Third-Party Logistics
  - (b) Three-Point Logistics
  - (c) Third-Process Logistics
  - (d) Three-Product Logistics
6. What is a major barrier to global logistics?
  - (a) Local distribution networks
  - (b) International trade regulations
  - (c) Domestic market strategies
  - (d) Local marketing campaigns

7. What does the term “vendor managed inventory” refer to?
- (a) Vendors managing their own inventory
  - (b) Vendors managing the inventory of their customers
  - (c) Vendors setting their own prices
  - (d) Vendors determining their own product lines
8. What is a virtual warehouse?
- (a) A physical storage space
  - (b) An online inventory management system
  - (c) A transportation network
  - (d) A sales platform
9. What is risk pooling in inventory management?
- (a) Combining inventory from multiple sources to reduce risk
  - (b) Distributing inventory to multiple locations to increase risk
  - (c) Reducing inventory levels to minimize risk
  - (d) Increasing inventory levels to manage risk
10. What is the purpose of strategic logistics planning?
- (a) To create a marketing strategy
  - (b) To develop a logistics framework for long-term success
  - (c) To manage financial resources
  - (d) To enhance product design

**Part B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain either the importance of business logistics or the objectives of supply chain management.

Or

- (b) Discuss either the make vs buys approach or sourcing strategy in logistics.
12. (a) Describe either the use of decision trees in logistics or decision making under uncertainty.

Or

- (b) Explain either the concept of value addition in supply chain networks or the use of optimization models.
13. (a) Discuss either the objectives of inventory management or the bullwhip effect.

Or

- (b) Describe either the concept of vendor managed inventory or multi-echelon inventory.
14. (a) Explain either the factors influencing site selection for warehouses or the decision model for warehouse layout.

Or

- (b) Discuss either the measures of transportation performance or strategies for transportation.

15. (a) Describe either the considerations for packaging design or the materials used in packaging.

Or

- (b) Explain either the forces driving globalization or the barriers to global logistics.

**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Explain in detail either the importance and objectives of business logistics or the drivers of supply chain performance.

Or

- (b) Explain either the make vs buy approach in outsourcing or the development of a sourcing strategy.

17. (a) Explain either the factors influencing distribution network design or the role and significance of value addition in supply chain networks.

Or

- (b) Explain either the objectives and importance of inventory management or the bullwhip effect and its impact on supply chains.

18. (a) Explain either the role and benefits of vendor managed inventory or the complexities of multi-echelon inventory systems.

Or

- (b) Explain either the drivers and measures of transportation performance or the strategies for efficient transportation management.
19. (a) Explain either the strategic issues in global logistics or the forces driving globalization and their impact on logistics.

Or

- (b) Explain either the requirements for an effective logistics strategy or the steps involved in strategic logistics planning and implementation.
20. (a) Explain either the importance of logistics information systems or the impact of IT on supply chain efficiency and visibility.

Or

- (b) Explain either the importance of site selection for warehousing or the factors influencing warehouse layout design and costing.

**C-5396**

**Sub. Code**

**80926**

**M.B.A. DEGREE EXAMINATION, APRIL 2025.**

**Second Semester**

**Logistics and Supply Chain Management**

**APPLIED OPERATIONS RESEARCH**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Section A**

(10 × 1 = 10)

Answer **all** questions.

1. Operation Research which is very powerful tool for \_\_\_\_\_.  
(a) Research (b) Decision-making  
(c) operations (d) None of the above
2. Who coined the term Operations Research?  
(a) J.F. McCloskey (b) F.N. Trefethen  
(c) P.F. Adams (d) Both (a) and (b)
3. Operations Research has the characteristics the it is done by a team of \_\_\_\_\_.  
(a) Scientists (b) Mathematicians  
(c) Academics (d) All of the above
4. A solution may be extracted from a model either by.  
(a) Conducting experiments on it  
(b) Mathematical analysis  
(c) Both (a) and (b)  
(d) Diversified Techniques
5. Which theory concerns making sound decisions under conditions of certainty, risk and uncertainty?  
(a) Game Theory (b) Network Analysis  
(c) Decision Theory (d) None of the above

6. What refers to Linear Programming that includes an evaluation of relative risks and uncertainties in various alternatives of choice for management decisions?
  - (a) Probabilistic Programming
  - (b) Stochastic Programming
  - (c) Both (a) and (b)
  - (d) Linear Programming
7. Operations Research study generally involves how many phases?
  - (a) Three
  - (b) Four
  - (c) Five
  - (d) Two
8. Operations Research attempts to find the best and \_\_\_\_\_ solution to a problem.
  - (a) Optimum
  - (b) Perfect
  - (c) Degenerate
  - (d) None of the above
9. In maximization cases, \_\_\_\_\_ are assigned to the artificial variables as their coefficients in the objective function.
  - (a) +m
  - (b) -m
  - (c) 0
  - (d) None of the above
10. For solving an assignment problem, which method is used?
  - (a) Hungarian
  - (b) American
  - (c) German
  - (d) Both are incorrect

### Section B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) What is the scope of OR in Management?  
 Or  
 (b) Write the structure of Linear programming model.
12. (a) Explain the steps of Vogel's Approximation Method.  
 Or  
 (b) Explain the concepts of transportation problem.



13. (a) What is an assignment problem? How does it differ from a transportation problem?

Or

- (b) Use the Hungarian method to solve the following assignment problem:

$J_1 J_2 J_3 J_4$

$M_1$  10 9 7 8

$M_2$  5 8 7 7

$M_3$  5 4 6 5

$M_4$  2 3 4 5

14. (a) The following details are available regarding a project:

Activity    Predecessor Activity    Duration (Weeks)

A	—	3
B	A	5
C	A	7
D	B	10
E	C	5
F	D,E	4

Determine the critical path, the critical activities and the project completion time.

Or

- (b) What are the different types of floats in operation research?
15. (a) Explain the assumptions underlying game theory.

Or

- (b) Explain the concepts of Monte Carlo method.

**Section C****(5 × 8 = 40)**Answer **all** questions, choosing either (a) or (b).

16. (a) Use Graphical method to solve the following LP problem.

$$\text{Maximize } Z = 15x_1 + 10x_2$$

Subject to the constraints:

$$4x_1 + 6x_2 \leq 360$$

$$3x_1 + 0x_2 \leq 200;$$

$$0x_1 + 5x_2 \leq 200;$$

$$x_1, x_2 \geq 0$$

**Or**

- (b) Summarize the role of computers in OR.

17. (a) Find Solution using North-West Corner method.

	D1	D2	D3	D4	Supply
S1	19	30	50	10	7
S2	70	30	40	60	9
S3	40	8	70	20	18
Demand	5	8	7	14	

**Or**

- (b) Highlight the advantages of Linear Programming.

18. (a) Explain the concepts of sequencing problem.

**Or**

- (b) Write about various modeling of transportation problem.

19. (a) What are the Difference between PERT and CPM?

**Or**

- (b) Write briefly about Game Theory.

20. (a) Explain the following:

(i) Saddle point

(ii) Dominance property

(iii) Decision theory

**Or**

- (b) Narrate the disadvantages of Queuing Theory.

**C-5397**

**Sub. Code**

**80927**

**M.B.A. DEGREE EXAMINATION, APRIL 2025.**

**Second Semester**

**Logistics and Supply Chain Management**

**SHIPPING AND PORT MANAGEMENT**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** the questions.

1. What is the primary purpose of Inco Terms in international trade?
  - (a) Specify the responsibilities of customs authorities
  - (b) Define the roles of shipping intermediaries
  - (c) Clarify the distribution of insurance costs
  - (d) Standardize terms of delivery and transfer of risks
2. Which of the following is a function typically performed by shipping intermediaries in international trade?
  - (a) Inspection of cargo at ports
  - (b) Negotiation of freight rates
  - (c) Issuance of import licenses
  - (d) Certification of product quality

3. What significant innovation revolutionized global shipping and trade in the 20th century?
- (a) Steam-powered ships
  - (b) Containerization
  - (c) Clipper ships
  - (d) Sailing ships
4. Which of the following is NOT a key function of port terminals in the context of international trade?
- (a) Warehousing
  - (b) Customs clearance
  - (c) Air traffic control
  - (d) Cargo handling
5. What type of equipment is commonly used for loading and unloading containers onto/from ships in port terminals?
- (a) Bulldozers
  - (b) Cranes
  - (c) Excavators
  - (d) Tractors
6. Which factor does NOT typically affect terminal productivity in port operations?
- (a) Availability of skilled labor
  - (b) Maintenance of cargo handling equipment
  - (c) Currency exchange rates
  - (d) Port infrastructure and layout

7. What is the concept of hinterland in the context of port operations?
- (a) The area immediately surrounding a port terminal
  - (b) The region served by a port for cargo transportation and distribution
  - (c) The main shipping route connecting major ports
  - (d) The area within a port where cargo is stored temporarily
8. Which of the following is a key stakeholder in the marketing of port services?
- (a) International Maritime Organization (IMO)
  - (b) World Health Organization (WHO)
  - (c) Shipping lines and logistics companies
  - (d) United Nations Educational, Scientific and Cultural Organization (UNESCO)
9. In the context of health and safety issues at ports, what does the term “LO/LO” refer to?
- (a) Lift On / Lift Off operations for containers
  - (b) Load Out / Load On procedures for bulk cargo
  - (c) Land On / Land Off activities for passengers
  - (d) Logistics Out / Logistics On management for goods
10. Which type of infrastructure is crucial for efficient cargo handling at ports and terminals?
- (a) Airport runways
  - (b) Railway tracks
  - (c) Highway toll booths
  - (d) Container yards and berths

**Part B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Compare and contrast the roles of freight forwarders, customs brokers and shipping agents in the logistics chain.

Or

- (b) Discuss the principles and practices of shipping in the context of international trade.

12. (a) Discuss the evolution and significance of containerization in international sea borne trade.

Or

- (b) Explain the economic impact of ports on regional economies. What are the key factors that determine how ports contribute to local economic development?

13. (a) How do seamless rail and road interfaces contribute to the efficiency and cost-effectiveness of transporting goods from ports to inland destinations?

Or

- (b) Compare and contrast the services offered by major container ports versus bulk cargo ports.

14. (a) Discuss in detail about the importance of identifying stakeholders in the marketing of port services.

Or

- (b) Explain the concept of hinterland and its significance in port logistics.

15. (a) How do the size of vessels, navigation channels, berthing facilities and hinterland connectivity differ for these two transport modes?

Or

- (b) Discuss key issues such as air and water pollution, habitat destruction and noise pollution.

**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Highlight major trends, technological advancements and regulatory changes that have shaped the industry. Discuss the implications of these developments on international trade, shipping costs, and sustainability initiatives in the maritime sector.

Or

- (b) Discuss the key factors (e.g., shipping routes, refrigeration requirements, insurance) that need to be considered to ensure the goods reach their destinations on time and in optimal condition. Evaluate the pros and cons of different shipping strategies.

17. (a) Describe how you would strategically utilize containerization to optimize your company's supply chain and distribution network across multiple continents. Include considerations such as cost efficiency, transit time and risk management.

Or

- (b) As a port manager facing increasing container volumes, analyze the challenges and opportunities in terminal management to ensure efficient operations and customer satisfaction.

18. (a) Develop a comprehensive strategy outlining the steps the company should take to integrate rail and road infrastructure with port operations. Highlight the expected benefits in terms of cost savings, efficiency, and environmental impact.

Or

- (b) Propose a detailed action plan that incorporates both technological advancements and workforce management strategies to enhance container handling efficiency.
19. (a) Outline the steps you would take to identify and prioritize the diverse requirements of shipping companies and cargo owners. Propose tailored service enhancements that address identified customer needs and enhance port competitiveness.

Or

- (b) Evaluate the impact of Cabotage laws and regulatory practices on coastal movement of cargo in a specific region or country. Choose a case study and analyze how Cabotage regulations influence port competitiveness, shipping costs and regional trade dynamics.
20. (a) Develop a comprehensive security strategy that includes technological solutions, personnel training, and collaboration with law enforcement agencies. How would you prioritize security investments and address emerging threats such as cyber attacks and smuggling activities?

Or

- (b) Discuss the costs associated with implementing security measures, such as surveillance systems and access control and their impact on port tariffs and operational expenses. How can ports balance security investments with maintaining competitive pricing and efficient service delivery?



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<b>Sub. Code</b>
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<b>80931</b>
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**M.B.A. DEGREE EXAMINATION, APRIL 2025.**

**Third Semester**

**Logistics and Supply Chain Management**

**LOGISTICS MANAGEMENT INFORMATION SYSTEM**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** the questions.

1. Which of the following best defines an information system?
  - (a) A collection of hardware, software, data, people, and procedures that work together to produce quality information
  - (b) A computer program that processes data.
  - (c) A network of computers.
  - (d) A system used for online transactions.
2. What is the first phase in the information system design and development process?
  - (a) Implementation
  - (b) Analysis
  - (c) Design
  - (d) Testing

3. Which of the following is a primary function of MIS compared to Data Processing?
- (a) Transaction processing
  - (b) Decision support
  - (c) Simple data entry
  - (d) Data storage
4. Which of the following is true about a Decision Support System (DSS)?
- (a) It is primarily used for operational control.
  - (b) It provides support for unstructured decision making
  - (c) It focuses on routine transaction processing.
  - (d) It is used only by lower-level management.
5. Which of the following is a primary function of electronic mail (email)?
- (a) Real-time audio communication
  - (b) Sending and receiving digital messages
  - (c) Creating video content
  - (d) Printing documents
6. Which of the following is an example of a communication channel?
- (a) A computer processor
  - (b) Email
  - (c) A database server
  - (d) A power cable

7. What is one of the main uses of MIS in personnel management?
- (a) Managing financial transactions
  - (b) Tracking employee performance and attendance
  - (c) Overseeing production processes
  - (d) Handling customer service inquiries
8. Which function does MIS primarily serve in the finance department?
- (a) Developing new products
  - (b) Managing financial records and transactions
  - (c) Marketing strategies
  - (d) Logistics planning
9. Digital networks are essential in client/server computing because they:
- (a) Reduce the need for physical servers
  - (b) Enhance communication and data transfer between clients and servers
  - (c) Eliminate the need for software applications
  - (d) Ensure all client devices are identical
10. M-Commerce is best described as:
- (a) Commerce conducted over social media.
  - (b) Mobile commerce, or buying and selling goods and services through mobile devices
  - (c) Market commerce focusing on traditional markets
  - (d) Mass commerce involving bulk sales

**Part B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain the concept of management information system.

Or

- (b) How to explain the characteristics and basic requirements of MIS?

12. (a) Explain the relationship between Management Information Systems.

Or

- (b) Explain the Executive Information and Decision Support Systems.

13. (a) What are some common types of online information services, and how do they benefit users?

Or

- (b) What are communication channels and communication networks?

14. (a) Describe the functions of MIS in the finance department.

Or

- (b) Explain the role of MIS in inventory management.

15. (a) Explain the Electronic Data Interchange (EDI) and explain its benefits for businesses.

Or

- (b) Explain the electronic commerce and internet.

**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) What are the benefits of basic Requirements and Structure of MIS?

Or

- (b) Explain the Advantages over manual systems.
17. (a) Discuss the role of Management Information Systems (MIS) in Information Resource Management (IRM).

Or

- (b) Explain the Executive Information and Decision Support Systems.
18. (a) What are the benefits and potential challenges of using video conferencing in an organizational context?

Or

- (b) What are some common types of online information services and how do they benefit users?
19. (a) Explain how Management Information Systems (MIS) support research and production functions within an organization.

Or

- (b) How does MIS help organizations expand their market presence?

20. (a) What are the advantages and disadvantages of digital networks?

Or

- (b) What are the benefits of Electronic Data Interchange (EDI)?
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**M.B.A. DEGREE EXAMINATION, APRIL 2025**

**Third Semester**

**Logistics and Supply Chain Management**

**LINER TRADE AND INTERNATIONAL  
TRANSPORTATION**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** the questions.

1. Which of the following best describes the term 'liner trade'?
- (a) Trade that involves only bulk cargo
- (b) Trade that follows regular schedules and routes
- (c) Trade that is exclusively for non-containerized cargo
- (d) Trade that deals with perishable goods only
2. What major development in liner trade history occurred in the late 20<sup>th</sup> century?
- (a) Introduction of the steam engine
- (b) The establishment of the International Maritime Organization (IMO)
- (c) The advent of containerization
- (d) The first use of GPS for navigation

3. In liner shipping operations, what is the primary function of the commercial department?
  - (a) To manage crew training and development
  - (b) To handle insurance claims and policies
  - (c) To oversee the scheduling and marketing of shipping routes
  - (d) To perform technical inspections of the vessel
4. What is typically included in liner documentation for a shipment?
  - (a) The ship's fuel consumption and engine performance data
  - (b) The cargo's origin, destination, and handling instructions
  - (c) The ship's crew roster and personal details
  - (d) The insurance coverage details for the ship's hull
5. What does a documentary credit primarily facilitate in international trade?
  - (a) Financing of cargo shipments
  - (b) Transfer of ownership of the cargo
  - (c) Insurance coverage for the shipment
  - (d) Documentation of the cargo's origin
6. Which of the following acts governs the legal framework of the Bill of Lading in the UK?
  - (a) UK Bill of Lading Act 1855
  - (b) UK Carriage of Goods by Sea Act 1992
  - (c) International Maritime Organization (IMO) Act
  - (d) UK Maritime and Coastguard Agency Act



7. Which of the following is a characteristic of intermodal freight transportation?
- (a) Dependence on a single mode of transport
  - (b) Flexibility in route planning
  - (c) Low container standardization
  - (d) Slow delivery times
8. What is a key benefit of intermodal transportation?
- (a) Reduced shipping costs
  - (b) Increased port congestion
  - (c) Limited route flexibility
  - (d) Higher risk of cargo damage
9. What operational advantage do Inland Container Depots (ICDs) offer over Container Freight Stations (CFSs)?
- (a) Better handling of perishable goods
  - (b) Faster clearance through customs
  - (c) Direct access to seaports
  - (d) Consolidation of cargo
10. What aspect of customs procedures is typically handled at a Container Freight Station (CFS)?
- (a) Pre-clearance of goods
  - (b) Physical inspection of cargo
  - (c) Imposition of duties and taxes
  - (d) Quarantine checks

**Part B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) What are Ro-Ro ships, and how do they improve efficiency in liner services?

Or

- (b) Discuss the role of IMO regulations in managing dangerous goods in liner shipping. How do these regulations ensure safety?
12. (a) Discuss the functions and importance of a ship's agent in port operations. How does the ship's agent facilitate liner shipping activities?

Or

- (b) Analyze the impact of insurance on liner shipping operations. What types of insurance are typically involved, and how do they safeguard against potential risks?
13. (a) Compare and contrast the provisions of the UK Carriage of Goods by Sea Act 1992 with those of the Hague-Visby Rules.

Or

- (b) What are the implications of these legislative frameworks for cargo liability and rights?
14. (a) Explore the legal and insurance implications associated with container trade on a global scale.

Or

- (b) Analyze the challenges and strategies involved in managing container inventories in global shipping operations.

15. (a) Describe the functions performed by Inland Container Depots (ICDs) and Container Freight Stations (CFSs) in detail.

Or

- (b) Evaluate the benefits of establishing Inland Container Depots (ICDs) and Container Freight Stations (CFSs) in the context of enhancing trade facilitation and logistics efficiency.

**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss key milestones, technological advancements, and changes in operational practices that have influenced the evolution of liner services.

Or

- (b) Explain the key components and functions of port terminals in the context of liner shipping. How do these components contribute to the overall efficiency of cargo handling and vessel operations?

17. (a) Analyze the different types of insurance coverage essential for the shipping company. Explain how each type addresses specific risks and contribute to the company's risk management strategy.

Or

- (b) Develop a strategy to improve port efficiency and reduce congestion. Include recommendations on infrastructure upgrades, technology integration, and process improvements.

18. (a) Explain how the UK Bill of Lading Act 1855 defines the role and responsibilities of carriers and holders of bills of lading.

Or

- (b) Provide a hypothetical scenario where a dispute arises due to discrepancies between the bill of lading and the actual goods received by the consignee. How would the principles of the Act apply to resolve this dispute?
19. (a) Describe a scenario where effective container inventory management significantly impacts your company's operational efficiency and cost-effectiveness. Discuss the strategies you would implement to ensure accurate tracking, maintenance, and utilization of container assets across various international shipping routes.

Or

- (b) Discuss a real-world example where a company successfully leveraged intermodal transportation to expand its global market reach. Highlight the specific benefits gained from using multiple modes of transport (e.g., cost savings, reduced transit times, access to remote markets).
20. (a) Imagine you are a logistics manager for a multinational company dealing with both bulk and small-scale shipments. Explain how you would strategically utilize both Container Freight Stations (CFSs) and Inland Container Depots (ICDs) to optimize your supply chain efficiency.

Or

- (b) Describe the key steps you would take to ensure that the CFS complies with all customs procedures and operational regulations. How would you coordinate with customs authorities and stakeholders to streamline operations?

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**Sub. Code**

**80933**

**M.B.A. DEGREE EXAMINATION, APRIL 2025**

**Third Semester**

**Logistics and Supply Chain Management**

**WAREHOUSE MANAGEMENT**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Warehouses emphasize \_\_\_\_\_ and their primary purpose is to maximize \_\_\_\_\_.
  - (a) rapid movement of product; usage of available storage space
  - (b) rapid movement of product; throughput
  - (c) product storage; usage of available storage space
  - (d) product storage; throughput
2. Warehousing and \_\_\_\_\_ are substitutes for each other.
  - (a) transportation
  - (b) materials handling
  - (c) packaging
  - (d) inventory management

3. \_\_\_\_\_ refers to building up a variety of different products for resale to particular customers.
- (a) Accumulating
  - (b) Allocating
  - (c) Sorting out
  - (d) Assorting
4. Which of the following is not a potential measure of warehousing productivity?
- (a) average warehouse capacity used
  - (b) order fill rate
  - (c) pallets shipped per person
  - (d) cases shipped per person
5. Which of the following is not an example of warehouse automation?
- (a) radio frequency identification
  - (b) narrow aisle forklifts
  - (c) automated guided vehicles
  - (d) pallet jacks
6. Which factor is most important when determining the location of a warehouse?
- (a) Proximity to suppliers
  - (b) Proximity to customers
  - (c) Availability of skilled labor
  - (d) Access to transportation infrastructure

7. Inspection is involved in which warehouse operation?
- (a) Cross-docking
  - (b) Receiving
  - (c) Picking
  - (d) Storing
8. The process that moves products from transportation vehicles into the warehouse is called:
- (a) Packaging
  - (b) Picking
  - (c) Receiving
  - (d) Staging
9. Which type of transportation mode is often used for transporting hazardous materials due to its safety measures and regulations?
- (a) Rail                      (b) Truck
  - (c) Air                      (d) Ship
10. Warehousing security can be enhanced by focusing on people, \_\_\_\_\_ and \_\_\_\_\_.
- (a) building; equipment
  - (b) buildings; cost
  - (c) cost; processes
  - (d) facilities; processes

**Part B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Discuss the factors that contribute to the efficient functioning of stores division.

Or

- (b) Illustrate the structure of stores division in an organisation.

12. (a) Describe the documents required for the receipt and issue of materials.

Or

- (b) Discuss the reasons that give rise to discrepancies in stocks.

13. (a) Describe the procedure and process of receiving and storing scrap materials in stores.

Or

- (b) Why performance evaluation is important in Stores?

14. (a) Discuss the challenges in using computers in warehouse activities.

Or

- (b) What are the advantages of software packages for storing and inventory control.



15. (a) Explain the aspects of quality assurance in stores activities for ISO standards.

Or

- (b) Explain the factors influencing the warehouse layout and location..

**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) What are the characteristics of warehouses? Describe the different types of warehouses.

Or

- (b) Discuss the effects of stockouts and explain the importance of requisitioning of materials.

17. (a) Discuss the problems in delay in inspection, preparation and distribution of materials.

Or

- (b) Bringout the importance of maintaining proper documents for materials in the stores.

18. (a) Explain the necessary steps and precautions in the storage of splicing materials and surplus.

Or

- (b) Discuss the performance evaluation methods and performance indicators to assess the stores division.

19. (a) Describe the functions and scope of computers in the activities of warehouses.

Or

- (b) Elaborate the essential elements for creating a inventory database and setting up user's own inventory control system.
20. (a) What is the need for ISO standards in warehouses? Explain the procedure to register for ISO certification for stores activities?

Or

- (b) Discuss the measures and challenges in ensuring security, safety and maintenance for warehouses.
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**M.B.A. DEGREE EXAMINATION, APRIL 2025**

**Third Semester**

**Logistics and Supply Chain Management**

**MARITIME AND TRANSPORT LAWS**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Statutory transfer of rights under a bill of lading generally means \_\_\_\_\_.
  - (a) Transfer of ownership of the goods
  - (b) Transfer of rights and obligations under the contract of carriage
  - (c) Transfer of insurance claims
  - (d) Transfer of the shipping vessel
2. Under the Carriers Act 1865, a common carrier is not liable for loss or damage to goods caused by \_\_\_\_\_.
  - (a) Negligence of the carrier
  - (b) Natural disasters
  - (c) Theft during transit
  - (d) Inherent defect in the goods

3. \_\_\_\_\_ body is responsible for the regulation and safety of rail transport in India under the Railways Act 1989.
- (a) The Ministry of Transport
  - (b) The Indian Railways Regulatory Authority
  - (c) The Railway Board
  - (d) The National Rail Safety Authority
4. The Carriage by Road Act 2007 primarily governs
- (a) International road transport
  - (b) Domestic road transport
  - (c) Rail transport
  - (d) Maritime transport
5. The Indian Consumer Protection Act 1986 was enacted to \_\_\_\_\_.
- (a) Regulate trade practices
  - (b) Protect the rights of consumers
  - (c) Promote international trade
  - (d) Establish standards for products
6. A proposed amendment to the Multimodal transportation of goods Act 1993 suggests \_\_\_\_\_.
- (a) Including environmental sustainability requirements
  - (b) Removing the need for registration of MTOs
  - (c) Simplifying the process for dispute resolution
  - (d) Excluding rail transport from the Act

7. The Multimodal transportation of goods Act 1993 justifies its existence by aiming to \_\_\_\_\_.
- (a) Provide a comprehensive legal framework for different transport modes
  - (b) Limit the use of air transport
  - (c) Create multiple contracts for each mode of transport
  - (d) Reduce the efficiency of cargo movement
8. \_\_\_\_\_ provides for levy and collection of duty and prohibitions on imports and exports.
- (a) The Indian Customs and Excise Act
  - (b) The Customs and Tariff Act
  - (c) The Customs Act 1962
  - (d) The Import and Export Act
9. Customs ports are appointed for the purpose of \_\_\_\_\_.
- (a) Only exporting goods
  - (b) Only importing goods
  - (c) Domestic trade within India
  - (d) Both importing and exporting goods
10. \_\_\_\_\_ document is typically required for the importation of goods under the Customs Act 1962.
- (a) Sales invoice
  - (b) Passport
  - (c) Bill of Entry
  - (d) Tax return

**Part B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) What is Bill of lading? Explain its functions in the carriage of goods.

Or

- (b) What are the liabilities of the parties under the Law of carriage of goods?

12. (a) What are the powers and duties of the carriers as per the Carriage of goods by Road Act 2007?

Or

- (b) Discuss the objectives of the Consumer protection act 1986.

13. (a) Explain what is multimodal transportation and its importance.

Or

- (b) What are the powers of the MTO? Explain.

14. (a) Explain the purpose of Customs Act 1962. Mention the main features of the Act.

Or

- (b) Explain the rules for prevention and detection of illegal exports of goods.

15. (a) When and how can one claim for refund of customs duty?

Or

- (b) What are the provisions relating to conveyances of goods under customs duty?

**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Explain how does the contractual and non-contractual terms bind the parties under the Carriage-of goods act 1992.

Or

- (b) Discuss the recent amendments in the Carriage of goods Act, as per the change in the industry.

17. (a) How does the Carriers Act 1865 influence the movement of goods in import and export?

Or

- (b) What are the rights of the consumers? Describe the procedure for redressal of complaints in the Consumer Protection Act 1986.

18. (a) Bringout the objectives and scope of multimodal transportation. What are the proposed amendments to the 1993 Act.

Or

- (b) Illustrate the functions of the MTO. For what reasons and act, the MTO's become liable under the Multimodal transportation Act?

19. (a) Describe the provisions of Customs Act relating to the prohibition of goods for import and export in India.

Or

- (b) Give the process and guidelines in the appointment of customs ports.
20. (a) Explain the customs duty provisions for the clearance of imported goods and export of goods.

Or

- (b) Explain when and why goods are confiscated and penalties are levied? What are the provisions for appeals under the situations?
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**M.B.A. DEGREE EXAMINATION, APRIL 2025**

**Third Semester**

**Logistics and Supply Chain Management**

**INTERNATIONAL BUSINESS MANAGEMENT**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. What does the Uppsala Model of internationalization emphasize?
  - (a) Firms gradually increase their international involvement
  - (b) Rapid market entry through acquisitions
  - (c) High-risk ventures in global markets
  - (d) The use of digital technology for global operations
2. Which approach to international business focuses on firms treating global markets as a unified whole?
  - (a) Polycentric approach
  - (b) Ethnocentric approach
  - (c) Geocentric approach
  - (d) Regiocentric approach

3. Which of the following is an advantage of exporting as a mode of entry into a foreign market?
- (a) High risk of political instability
  - (b) Low transportation costs
  - (c) Ability to avoid local tariffs and trade barriers
  - (d) Ability to achieve economies of scale
4. Which mode of entry involves granting a foreign company the rights to produce and sell a firm's product for a fee or royalty?
- (a) Franchising                      (b) Exporting
  - (c) Licensing                        (d) Turnkey projects
5. Which of the following is a key feature of global strategic management?
- (a) Focus solely on domestic markets
  - (b) Avoidance of foreign competition
  - (c) Integration of operations across multiple countries
  - (d) Limiting business units to one country
6. The first step in the global strategic management process is typically:
- (a) Environmental analysis
  - (b) Implementation of strategies
  - (c) Evaluation and control
  - (d) Setting mission and goals

7. What is Foreign Direct Investment (FDI)?
- (a) Investment in foreign stocks
  - (b) Investment in local businesses
  - (c) Investment by a firm in another country by acquiring assets
  - (d) Investment by a government in domestic infrastructure
8. Vertical Foreign Direct Investment involves:
- (a) Establishing an identical business in another country
  - (b) Investing in different stages of the production process in a foreign country
  - (c) Selling goods and services in another country
  - (d) Importing goods from a foreign country
9. Which of the following is a key advantage of e-commerce?
- (a) Limited geographical reach
  - (b) Higher operational costs
  - (c) Increased customer convenience and accessibility
  - (d) Restricted availability of products
10. In the context of India, the rise of the internet has primarily led to:
- (a) A decrease in e-commerce participation
  - (b) A rapid expansion of online marketplaces and consumer engagement
  - (c) The complete outsourcing of all business processes
  - (d) A slowdown in technological adoption

**Part B**

(5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) Discuss the evolution and nature of international business.

Or

- (b) Explain the different approaches to international business.

12. (a) Explain the impact of technology on the globalization of the world economy.

Or

- (b) Describe the ethnocentric approach to international business.

13. (a) Discuss the role of ethics in global business and strategic management.

Or

- (b) What are the key elements of an International SWOT analysis?

14. (a) Explain the concept of currency conversion in the foreign exchange market.

Or

- (b) List three benefits of FDI for host countries.

15. (a) What is the significance of product development in international marketing?

Or

- (b) List and explain three key factors that influence international pricing strategies.

**Part C**

(5 × 8 = 40)

Answer **all** questions choosing either (a) or (b).

16. (a) Discuss the major theories of international business. How do these theories explain the dynamics of international trade?

Or

- (b) Examine the impact of globalization on the world economy and international business.
17. (a) Discuss the impact of global supply chains, outsourcing, and the digital economy on multinational companies.

Or

- (b) Discuss how fluctuations in exchange rates, inflation, interest rates, and economic cycles affect multinational companies.
18. (a) Analyze the impact of regional groupings of countries on global trade and investment.

Or

- (b) Discuss how global strategic management differs from domestic strategic management, and what unique challenges multinational companies face when formulating and implementing strategies in a global context.
19. (a) Discuss its significance in the context of globalization and economic development.

Or

- (b) Differentiate between Horizontal Foreign Direct Investment and Vertical Foreign Direct Investment.

20. (a) Describe the stages of the international product life cycle model.

Or

- (b) Define e-business and explain its relevance in today's global marketplace.
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**C-5403**

**Sub. Code**

**80936**

**M.B.A. DEGREE EXAMINATION, APRIL 2025.**

**Third Semester**

**Logistics and Supply Chain Management**

**RETAIL SUPPLY CHAIN MANAGEMENT**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** the questions.

1. What is the primary focus of a retail supply chain?
  - (a) Production Efficiency
  - (b) Customer Satisfaction
  - (c) Employee Retention
  - (d) Market Research
2. Which of the following segments is NOT typically considered part of the retail business?
  - (a) Wholesalers
  - (b) Distributors
  - (c) E-commerce Platforms
  - (d) Manufacturing

3. What is a primary driver of change in the retail supply chain?
- (a) Globalization
  - (b) Employee turnover
  - (c) Office layout
  - (d) Local sourcing
4. Which of the following best describes the nature of demand in retail?
- (a) Static and predictable
  - (b) Unchanging and constant
  - (c) Dynamic and influenced by various factors
  - (d) Solely based on historical sales
5. What are the stages of the product life cycle?
- (a) Introduction, Growth, Maturity, Decline
  - (b) Development, Launch, Expansion, Saturation
  - (c) Innovation, Stabilization, Phase-out, Expansion
  - (d) Creation, Growth, Maturity, Retraction
6. Which of the following best describes functional products?
- (a) Products that have a short life cycle and are often trend-driven
  - (b) Products characterized by high variety and low demand predictability
  - (c) Products that are stable, have predictable demand, and are typically low-cost
  - (d) Products that are complex and require a highly skilled workforce



7. What does the DMAIC approach in process improvement stand for?
- (a) Define, Measure, Analyze, Improve, Control
  - (b) Design, Monitor, Act, Implement, Check
  - (c) Define, Monitor, Act, Improve, Control
  - (d) Develop, Measure, Analyze, Improve, Collaborate
8. CPFR (Collaborative Planning, Forecasting, and Replenishment) is a strategy for improving supply chain efficiency by :
- (a) Using solely technology to predict demand
  - (b) Collaborating with suppliers and retailers to optimize forecasting
  - (c) Reducing inventory levels at the expense of stockouts
  - (d) Relying on only internal data for decision making
9. What is a common root cause of high supply chain costs?
- (a) Efficient inventory management
  - (b) Poor demand forecasting
  - (c) Strong supplier relationships
  - (d) Quick transportation networks
10. Which of the following is a major cost component in retail supply chain operations?
- (a) Advertising expenses
  - (b) Holding costs
  - (c) Labor costs
  - (d) Legal fees

**Part B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) What are some comparative advantages that retail chains have over independent retailers?

Or

- (b) How does Corporate Social Responsibility (CSR) impact the retail industry, and why is it important for retailers to engage in CSR practices?
12. (a) What factors characterize the nature of demand in the retail sector and how do they affect supply chain strategies?

Or

- (b) What is Quality Function Deployment, and how is it utilized in the retail supply chain to improve product development?
13. (a) What are the key retail market segments and how should retailers tailor their strategies to meet the needs of these segments?

Or

- (b) Explore the concept of supply chain management excellence in the retail industry.
14. (a) What is CPFR and how does it help in retail supply chain collaboration?

Or

- (b) Why supply chain collaboration is considered a core competency for businesses?

15. (a) What are retail returns and how do they affect supply chain costs?

Or

- (b) How can data analytics help in identifying cost-saving opportunities in the retail supply chain?

**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss the importance of product development in international marketing.

Or

- (b) Describe the various stages of the IPLC model and how it applies to international marketing strategies.

17. (a) Discuss the key drivers of change in the retail supply chain environment.

Or

- (b) How do global supply chains differ from domestic supply chains in terms of management and logistics?

18. (a) Discuss the importance of the product life cycle in shaping retail strategy.

Or

- (b) Compare and contrast innovative products and functional products in the context of retail.

19. (a) Define a demand-driven supply chain and name some tools and techniques used in it.

Or

- (b) Describe the role of demand forecasting in a demand driven supply chain.

20. (a) Discuss the financial impact of product returns on retailers.

Or

- (b) What strategies can retailers use to minimize the costs associated with returns?
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**C-5404**

**Sub. Code**

**80937**

**M.B.A. DEGREE EXAMINATION, APRIL 2025**

**Third Semester**

**Logistics and Supply Chain Management**

**EXIM PROCEDURE AND DOCUMENTATION**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Which document is essential for customs clearance in an export transaction?
  - (a) Commercial Invoice
  - (b) Shipping Bill
  - (c) Letter of Credit
  - (d) Consular invoice
2. Which type of marine insurance policy covers a single shipment?
  - (a) Open Policy
  - (b) Voyage Policy
  - (c) Time Policy
  - (d) Mixed Policy

3. What is the function of a Bill of Lading?
  - (a) Proof of insurance
  - (b) Certificate of origin
  - (c) Evidence of contract of carriage
  - (d) Import license
4. What does the acronym EPCG stand for?
  - (a) Export Promotion Capital Goods
  - (b) Export Payment and Credit Guarantee
  - (c) Export Procedure and Customs Guide
  - (d) Export Product Classification Guide
5. Which document is required to obtain an export license?
  - (a) Certificate of Origin
  - (b) Shipping Bill
  - (c) Commercial Invoice
  - (d) GR form
6. What does BIS 14000 certification relate to?
  - (a) Quality management
  - (b) Environmental management
  - (c) Financial management
  - (d) Security management
7. What is the main objective of duty drawback?
  - (a) To encourage domestic sales
  - (b) To refund duties paid on imported materials used in exported products
  - (c) To impose additional taxes on exports
  - (d) To simplify the export documentation process

8. Which of the following is a transport document?
- (a) Bill of Entry
  - (b) Certificate of Inspection
  - (c) Bill of Lading
  - (d) Commercial Invoice
9. What does the term 'Deemed Exports' refer to?
- (a) Goods sold domestically
  - (b) Transactions in which goods supplied do not leave the country but are still considered exports
  - (c) Imports under special schemes
  - (d) Goods returned to the exporter
10. Which entity is responsible for the Foreign Trade Policy in India?
- (a) SEZ
  - (b) ITPO
  - (c) Ministry of Commerce and Industry
  - (d) ECGC

**Part B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain either the process of obtaining an export license or the registration formalities required for exporting.

Or

- (b) Discuss either the payment terms in export transactions or the role of letters of credit.

12. (a) Describe either the purpose of a commercial invoice or the function of a shipping bill.

Or

- (b) Explain either the procedure for obtaining ISO 9000 certification or the significance of BIS 14000 certification.

13. (a) Discuss either the steps in the export procedure or the role of clearing and forwarding agents.

Or

- (b) Discuss either the realization of export proceeds or the steps in the import procedure.

14. (a) Explain either the legal dimensions of the import procedure or the customs formalities for imports.

Or

- (b) Explain either the EPCG scheme or the incentives for exporters.

15. (a) Describe either the functions of export promotion councils or the roles of EOUs.

Or

- (b) Discuss either the significance of ECGC or the functions of EXIM Bank.



**Part C**

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss either the selection of an export product or the identification of markets in export marketing.

Or

- (b) Discuss either the liberalization of imports or the negative list for imports.

17. (a) Discuss either the types of marine insurance policies or the importance of marine insurance in export transactions.

Or

- (b) Discuss either the steps involved in the export procedure or the customs formalities required for export.

18. (a) Discuss either the pre-import procedure or the steps in the import procedure.

Or

- (b) Discuss either the warehousing of imported goods or the exchange control provisions for imports.

19. (a) Discuss either the duty drawback scheme or the concept and significance of deemed exports.

Or

- (b) Discuss either the functions of export promotion councils or the roles and significance of EOUs.

20. (a) Discuss either the significance of ECGC in export finance or the functions of EXIM Bank in supporting exporters.

Or

- (b) Discuss either the role of institutional framework in export finance or the steps involved in obtaining excise clearance for exports.
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**C-5405**

**Sub. Code**

**80911/81011**

**M.B.A. DEGREE EXAMINATION, APRIL 2025**

**First Semester**

**MANAGEMENT CONCEPTS**

**(Common for M.B.A. (L & SCM)/M.B.A. (IS & L) )**

**(2019 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is Middle Management ?
2. Write short notes on Peter F. Drucker.
3. What is meant by capacity planning?
4. Define decision-making.
5. Explain the term “Formal Organization”.
6. What is organization chart?
7. What do you know about proficiency test?
8. Explain staffing.
9. What are the objectives of ‘control’?
10. Define the term “co-ordination”.

**Part B**

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) State the different processes of Management.

Or

- (b) Discuss principles, Nature and role of Scientific Management.

12. (a) Procedures are a guide to action- Comment.

Or

- (b) Explain the Benefits and Weakness of MBO.

13. (a) Describe the principles and steps that constitute the organizing process.

Or

- (b) State and explain the difficulties in delegation.

14. (a) Which is the right basis—seniority or merit for promotion?

Or

- (b) Explain the characteristics of direction.

15. (a) Explain the various steps involved in control process.

Or

- (b) Bring out the importance of co-ordination in a business organization.

**Part C**

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss in brief the Nature of Management.

Or

- (b) How is Henry L. Gantt responsible for many contributions to management Thought?

17. (a) What is concept of hierarchy of objectives? Discuss top-down and bottom-down approaches to objectives-setting.

Or

- (b) State the main causes of conflict between line and staff officials in an enterprise. How can they be removed?

18. (a) Explain the concept of staffing and brief the significant activities performed in it?

Or

- (b) Brief out the importance of control as a function of management.
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