



TAKE HOME EXAMINATION

Student NRIC : _____

Student ID : _____

Programme	:	DIPLOMA IN LOGISTICS MANAGEMENT (MQA/FA9212)
Intake	:	SEPTEMBER 2019, MAY 2020, SEPTEMBER 2020 AND JANUARY 2021
Course	:	INFORMATION TECHNOLOGY IN LOGISTICS
Course Code	:	DTIT 4013 / DLM 2063
Duration	:	(3 hours)

INSTRUCTIONS TO CANDIDATES:

1. Please read the instructions given in the question paper **CAREFULLY**
2. Answer **ALL FOUR (4)** questions.
3. Answers to the questions are to be written into own **A4** sized paper.
4. Please write your NRIC number or student ID number on every page of your answer script. Do **NOT** write your name.
5. Please write page number on every page of your answer script.
6. Please **KEEP** the hardcopy of your answer script.
7. **1 mark** will be deducted for every minute delay in submission after the 20 minutes lapse with maximum of **10 minutes** delay is allowed.
8. After 12.30 pm, any submission will **NOT** be accepted, 0 marks will be awarded.

WARNING:

The Examination Board of Peninsula College Georgetown regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in the accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from Peninsula College Georgetown.

(This booklet contains 3 printed pages including this page)

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE ALLOWED TO DO SO

Answer **ALL FOUR (4)** questions on the separate sheet.

[100 marks]

1. a) The variety of product characteristics have a direct and importance impact on the development and operation of a distribution system. Discuss below product characteristics with suitable example to be considered when planning for logistics.
 - i) Volume to weight ratio (5 marks)
 - ii) Value to weight ratio (5 marks)
- b) To plan an efficient logistics structure, it is necessary to be aware of the interaction between the different distribution costs and overall logistics cost. Explain the following major cost relationship for successful distribution planning and operations in logistics:
 - i) Storage and warehousing costs (5 marks)
 - ii) Inventory holding costs (5 marks)
 - iii) Information system costs (5 marks)
2. a) Discuss **FIVE (5)** major challenges of information systems in logistics industry. (15 marks)
- b) Explain **FIVE (5)** importance of performance monitoring for logistics industry. (10 marks)
3. a) Explain the concept of customer service in a logistics environment. (5 marks)
- b) Explain **FOUR (4)** way to win and retain customers in logistics environment. (8 marks)
- c) Discuss **THREE (3)** phases of logistics customer service elements in customer purchase journey. (12 marks)

4. a) Explain **FIVE (5)** activities of the warehouse that covers by warehouse management system (WMS)
(10 marks)
- b) An Enterprise Resource Planning (ERP) system is a type of software system used across an entire company for planning and managing its resources. Discuss any **THREE (3)** commonly used ERP systems in logistics industry.
(15 marks)

- END OF QUESTIONS -