



FINAL EXAMINATION

Semester	:	SEPTEMBER 2025 SEMESTER
Programme Name	:	DIPLOMA IN LOGISTICS MANAGEMENT
Course Code & Name	:	DTIT4013 INFORMATION TECHNOLOGY IN LOGISTICS
Duration	:	3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Please read the instructions given in the question paper **CAREFULLY**.
2. The question paper consists of **FOUR (4)** questions.
3. Answer **ALL** questions in the question paper.
4. Answers to the questions are to be written into the examination booklet.
5. Electronic dictionaries, lecture notes, files or any unauthorised materials except writing equipment are strictly prohibited.

This question paper must be submitted along with all used and/or unused rough papers and/ or graph papers (if any). Candidates are **NOT ALLOWED** to take any examination paper(s) used or unused out of the examination hall.

WARNING:

The Examination Board of Peninsula College Georgetown regards cheating as a very serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in 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** questions on the separate sheet provided.

[100 marks]

1. a) Identify **TWO (2)** main components does a Logistics Information System (LIS) combine. (2 marks)

- b) Compare **FOUR (4)** differences between Enterprise Resource Planning System (ERP) and Warehouse Management System (WMS). (8 marks)

- c) You are a logistics consultant for a new e-commerce company. The CEO is unsure which information systems to invest in. Describe the function and importance of the **FIVE (5)** systems in a supply chain. (15 marks)
Total: [25 marks]

2. a) Describe the 'Business-to-consumer (B2C)' e-commerce category and support your answer with an example. (4 marks)

- b) List the **FIVE (5)** e-commerce logistics models. (5 marks)

- c) Identify **SIX (6)** benefits of e-procurement. (6 marks)

- d) Michael wants to start an online business, but he has limited capital. Choose **TWO (2)** e-commerce logistics model suitable for him and support your answer with Examples. (10 marks)
Total: [25 marks]

3. a) Define "Performance Monitoring" in logistics. (5 marks)

- b) Identify **FIVE (5)** metrics or indicators that a Transport Management System (TMS) can show. (5 marks)

- c) Discuss the **FIVE (5)** key analysis areas used in performance monitoring. (15 marks)
Total: [25 marks]

4. a) Define Customer Relationship Management (CRM) system. (1 mark)

- b) Explain **FOUR (4)** types of CRM system in a company. (12 marks)

- c) A logistics company faces several customer service complaints shown in Figure 1.

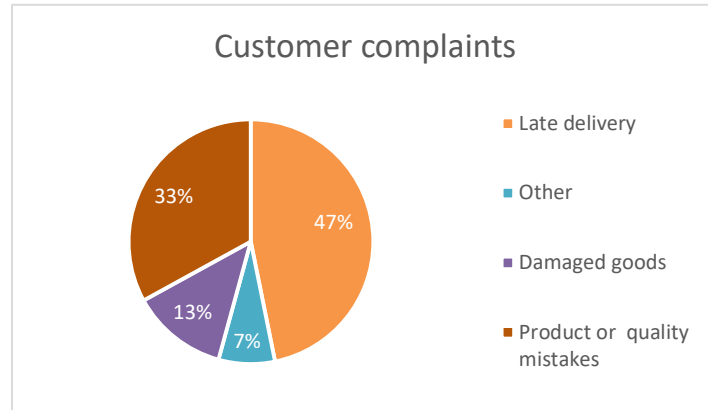


Figure 1: A pie chart of common customer complains

Based on Figure 1:

- i. Identify the **TWO (2)** most common customer complaints. (2 marks)
 - ii. Determine how integrating Customer Relationship Management (CRM) system and Warehouse Management System can help addressing the **TWO (2)** complaints. (10 marks)
- Total: [25 marks]

- END OF QUESTIONS -