

**FINAL EXAMINATION****BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)**

COURSE	:	LOGISTICS MANAGEMENT
COURSE CODE	:	MGT3373
DURATION	:	3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **TWO (2)** parts : PART A (4 questions)
: PART B (4 questions)
2. Answer ALL questions from PART A and PART B in the Answer Booklet provided.
3. Please check to make sure that this examination pack consists of:
 - i. The Question Paper
 - ii. An Answer Booklet
4. Do not bring any material into the examination hall.
5. Please write your answer using permanent ink.

MYKAD/PASSPORT NO. : _____

ID. NO. : _____

LECTURER : _____

SECTION : _____

DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

This question paper consists of 3 printed pages including the front page.

PART A: SHORT STRUCTURED

Instruction: Answer ALL questions.

1. State **FIVE (5)** importance of logistic management. (5 marks)
2. Define order cycle, and list the **FOUR (4)** stages of order cycle. (5 marks)
3. State **FIVE (5)** reasons for facility closure. (5 marks)
4. List **FIVE (5)** departments that involve in packaging design decision. (5 marks)

(Total: 20 marks)

PART B: LONG ESSAY

Instruction: Answer ALL questions.

1. Logistics is deeply interconnected with almost every other function in an organization such as production, marketing, procurement, finance and human resource management because it ensures that materials, products, and information flow smoothly across the organization. Describe how logistic relates to any **FOUR (4)** functions in an organization.
(20 marks)
2. Customer service is an important element for successful logistic management as it allows an organization to gain competitive advantage. Discuss the **FOUR (4)** dimensions of customer service.
(20 marks)
3. Choosing the right location for a facility is important to facilitate logistical effectiveness and efficiency. Explain **FOUR (4)** factors influencing facility location decision.
(20 marks)
4. Packaging serves as product protection, promotion, storage and identification. Discuss.
(20 marks)

(Total: 80 marks)

(TOTAL: 100 MARKS)

END OF QUESTION PAPER

