

LOGISTICS AND SUPPLY CHAIN MANAGEMENT

Saikumari V. • S. Purushothaman



SULTAN CHAND & SONS

Logistics and Supply Chain Management



*This book is dedicated to
Goddess Saraswathi
For the knowledge & wisdom*

LOGISTICS AND SUPPLY CHAIN MANAGEMENT

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Author's Acknowledgement: The writing of a book always involves creation of a huge debt towards innumerable author's and publications. We owe our gratitude to all of them. We acknowledge our indebtedness in extensive footnotes throughout the book. If, for any reason, any acknowledgement has been left out we beg to be excused. We assure to carry out corrections in the subsequent edition, as and when it is known.

PREFACE OF THE FIRST EDITION

This book is written in simple and easy language covering the fundamental concepts on logistics, which assists in quick learning for students. Also different tables, diagrams and examples are included in this book for making the subject easy to understand. This book is definitely helpful resource not only for Management students but also for professionals from logistics domain for gaining theoretical and practical knowledge about Logistics Management.

The objective of this book is to convey the basic functions and activities of logistics to the readers and make them to understand the process associated with logistics activity. This book also highlights that the logistics act as an important support function to generate revenue by delivering goods at right time and right place. This book not only elaborates the contents related to logistics, it also helps the students to equip with needed skills to execute a logistics activity such as Communication skills, Decision making skills, Analytical skills, Organizing skills and Time Management Skills. This book also motivates the students to take up the job in logistics sector, as the Logistics field is booming in India

Saikumari. V.
S. Purushothaman,

ACKNOWLEDGMENTS

I express my sincere gratitude to our Honourable Chairman Dr. R. Shivakumar, SRM Group of Institutions, Ramapuram & Trichy campuses for being a great source of inspiration!

I thank all my colleagues of SRM Easwari Engineering College for providing their valuable support. I also want to acknowledge the staff at Sultan Chand & Sons on behalf of this book, Ms Shikha Vaish, for the specific suggestions regarding the manuscript. I appreciate Dr Sharon Sofia, Professor, VIT Chennai. I appreciate the co-author Mr. S. Purushothaman. for his interest and efforts.

I thank all my friends from Industry and Academia for providing a detailed review and for offering numerous suggestions for improving presentation. Special note of thanks to my entire students community.

I express my sincere gratitude to my parents Er.Veeraraghavan. K, Mrs. Susila. V. I am also grateful to my entire family for their support and motivation towards successful completion of this book.

Dr. Saikumari V.

I express sincere gratitude to my Head of the Department Dr. Saikumari. V, Professor & Head –MBA, Easwari Engineering College for providing the opportunity to publish the book on Logistics and Supply Chain Management and extending necessary support in writing this book jointly. I thank all my colleagues in the Department for providing their valuable support.

I am glad to thank my parents Mr. K. Srinivasan & Mrs. S. Bharathi, my wife Mrs. R. Gayathri and my son master P. Lakshan Raj as a pillar of support for all my efforts in my career. I thank my friends Dr.Guru, Dr. Vimal Samsingh and Mr. Umesh and all my relatives for their warmth and continuous encouragement. Finally, I thank my student Mr. Vishnu Durgha Prasad for inspiring to publish the book and thanks to all my students and well wishers.

Mr. S. Purushothaman

EXPERT REVIEW

This book will help logisticians and MBAs to put their thoughts and words together to explain various aspects of logistics to anyone they come across. Logistics is about action and motion and this book is all about it.



**Mr. Naveen Prakash,
Director,
Global Logistics Solutions India Private Limited,
Chennai.**

I take this time to appreciate the book by name 'Logistics & Supply Chain Management' and the efforts taken by the authors to elaborate the various concepts of logistics with suitable examples from industrial perspective.



**Mr. C. Sharath Babu-CEO,
TPRS Enterprises Private Limited,
Puducherry.**

The Book on ‘Logistics & Supply Chain Management’ authored by eminent Management Educators fulfills the vacuum in this domain. It is a treasure both for Management students as well as industry professionals.



**Dr. M. Ramanan, Director,
BHU Dheen Dayal Institute of Management Kanchipuram, Tamil Nadu.**

This book gains significance during this pandemic time as Logistic and Supply Chain has become a buzzword and Equity Market shown their robust support for “Zomato – A new employment generation” subject for students. I appreciate the authors for bringing out this book at the appropriate time.



**Dr. P.R. Ramakrishnan, Dean – cum Professor,
School of Management and Commerce
Vels Institute of Science, Technology and Advanced Studies, Chennai, Tamil Nadu.**

“I appreciate the efforts taken by the author to elaborate the various concepts of Logistics & Supply Chain Management with suitable examples from an industrial perspective. I am sure that this book would be of great help for the students”.



**Prof. Bholanath Dutta, Founder & President: MTC Global (R)
Chairman- Global Entrepreneurs Grid (GEG) Bangalore, India**

Appreciation to the authors who have come out with this useful book to help both the students and people who foray into the logistics industry, to gain theoretical and practical knowledge about logistics and supply chain management. It is an easy read and the questions given at the end of each chapter will create more interest and enable the students to get a better understanding of each subject. This book will be a valuable resource for the reader.



Mr. S Jayaraam
Region Head
Business Standard

I appreciate the efforts taken by the authors to explain the various concepts of Logistics & Supply Chain Management in a simple way with relevant examples from business perspective.



Prof. AVR Pandian
Professor of Management
College of Business and Economics
Dire Dawa University,
Dire Dawa, Ethiopia.

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SYLLABUS

Anna University, Tamil Nadu

BA5025, LOGISTICS MANAGEMENT
(Regulation 2017 /Operations Elective)

Unit I – Introduction

Definition and Scope of Logistics – Functions & Objectives – Customer Value Chain – Service Phases and attributes – Value added logistics services – Role of logistics in Competitive strategy –Customer Service.

Unit II – Distribution Channels and Outsourcing Logistics

Distribution channel structure – channel members, channel strategy, role of logistics and support in distribution channels. Logistics requirements of channel members. Logistics outsourcing – catalysts, benefits, value proposition. Third and fourth party logistics. Selection of service provider.

Unit III – Transportation and Packaging

Transportation System – Evolution, Infrastructure and Networks. Freight Management – Vehicle Routing – Containerization. Modal Characteristics, Inter-modal Operators and Transport Economies. Packaging- Design considerations, Material and Cost. Packaging as Unitisation. Consumer and Industrial Packaging.

Unit IV – Performance Measurement and Costs

Performance Measurement – Need, System, Levels and Dimensions. Internal and External Performance Measurement. Logistics Audit. Total Logistics Cost – Concept, Accounting Methods. Cost – Identification, Time Frame and Formatting.

Unit V – Current Trends

Logistics Information Systems – Need, Characteristics and Design. E-Logistics – Structure and Operation. Logistics Resource Management

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e-LRM. Automatic Identification Technologies. Reverse Logistics – Scope, design and as a competitive tool. Global Logistics – Operational and Strategic Issues, ocean and air transportation. Strategic logistics planning. Green Logistics.

Outcome:

To enable an efficient method of moving products with optimization of time and cost.

University of Madras, B.Com. (General) Degree Course

Syllabus with effect from 2020-2021

BGE-CSC15 Core–XV: Logistics and Supply Chain Management

Credits: Core 4/Elective 5, Year: III, Semester: V

Outcome

On completion of syllabus student will understand the basic concepts of logistics and supply chain management and student prepare them self to work in logistics and allied industries.

Unit I: Concepts of Logistics – Evolution – Nature and Importance – Components of Logistics Management – Competitive advantages of Logistics – Functions of Logistics Management – Principles – Logistics Network – Integrated Logistics system, Supply Chain Management – Nature and Concepts – Value Chain – Functions – Supply chain effectiveness – Outsourcing – 3PLs and 4PLs – Supply Chain relationships – Customer services.

Unit II: Elements of Logistics and Supply Chain Management – Inventory carrying – Warehousing, Technology in the ware house: Computerisation, Barcoding, RFID and WMS – Material handling, Concepts and Equipments: Automated Storage and Retrieval Systems – Order Processing – Transportation – Demand Forecasting – Impact of Forecasts on Logistics and Supply Chain Management – Performance measurements.

Unit III: Transportation – Position of Transportation in Logistics and Supply Chain Management – Road, Rail, Ocean Transport – Ships – Types – Measurement capacity of Ships – Shipping Information, Air, Transport – Multi Model Transport – containerization – CFZ – ICDS

– Cross Docking – Selection of Transportation Mode – Transportation Network and Decision – Insurance Aspects of Logistics.

Unit IV: Logistical Information System (LIS) – Operations – Integrated IT solution for Logistics and Supply Chain Management – Emerging Technologies in Logistics and Supply Chain Management. Components of a logistic system – transportation – Inventory carrying – Warehousing – Order Processing – Distribution Channels – Difference between Warehouse and Distribution Centre.

Unit V: Performance – Bench marking for Supply Chain Improvement – Dimensions and Achieving Excellence – Supply Chain Measures – SCOR Model – Logistics Score Board – Activity Based Costing – Economic Value Added Analysis – Balance Score Card Approach – Lean Thinking and Six Sigma Approach in Supply Chain.

University of Mumbai (MBA programme)

Alkesh Dinesh Mody Institute for Financial and Management Studies

Semester - III OPERATIONS (CORE) Semester: III Core

Title of the Subject / Course: Supply Chain Management

Learning Outcomes

1. Understanding the supply chain. What is a supply chain? Decision phases in a supply chain. Evolution of SCM, SCM integration, Linkages and Decisions in SCM. Difference of Supply Chains in Product (Mfg.) Industry and Service-based Industry. Supply Chain and Demand chain, Value creation. Delivery and Value addition through supply chain. Process view of a supply chain. The importance of supply chain flows. Competitive Supply Chain Strategies. Achieving strategic fit. Lecture and discussion. Understanding of Supply chain.
2. Logistics Competitive advantage and three C, Competitive advantage through logistics. Logistics–A system concept, Customer value chain, Logistics functions. Logistics Mission, Objectives, Goals, Decisions. Reverse Logistics. Lecture and discussion. Understanding of Logistics concept.
3. Warehousing and Distribution Role of warehouse in Logistics, Lecture and discussion. Understanding of Warehousing function S No Content Activity Learning outcomes Warehousing functions, Types of warehouses, Warehouse site selection, Layout design,

Warehouse Decision model. Warehouse automation, strategies, performance, costing. Distribution, Role, Importance, Levels, Channels, Structure, Functions. Channel partners, functions, Tasks, Flows, Strategy. Free trade zones and special economic zones and distribution channel.

4. Order Processing and Logistics Information system Order Preparation, Transmittal, Order entry, Order filling, Order status reporting Industrial order processing and Retail order processing. Web based order processing. Processing priorities. Lecture and discussion. Understanding of Warehouse process and logistics information system.
5. Performance Measurement and Controls in Supply Chain Management Pre-transaction, Transaction, Post-transaction elements, Service attributes Value added customer service, Importance of Logistics Customer service Sales and Service relationship, Cost and Service relationship. Objective, Levels, Parameters of performance measures – Cycle time, Fill Rate. Inventory Turnover, On-time Shipping and Delivery, Perfect Order, Stock out. Transportation measurements, Customer perception measure, Audit. Gap Analysis Concept of Benchmarking, Benchmarking for Best Practices SCOR and DCOR Lecture and discussion. Understanding of customer service and performance measurement.
6. Transportation Infrastructure, road, rail, air water, pipeline. Freight Management, Freight cost. Transportation Network Route planning, Containerization, Packing. Effective / Cost Optimizing Distribution strategies – Direct shipment, Cross-docking, Milk run, transshipment. Lecture and discussion. Understanding of Transportation modes S. No. Content Activity Learning outcomes.
7. Designing Logistics and distribution network in a supply chain. Applications to Online Sales Network Design in the SC the role of distribution in the supply chain. Importance of Smart Transportation Distribution Center Concept , Modern DC's , Robotics Usage for pick and pack. Factors influencing distribution network design. Supply Chain, Integration Design option for a distribution network. Distribution network in practice. Lecture and discussion. Understanding various distribution networks.

8. The value of Information Bullwhip effect. Effective forecasts. Information for the coordination of systems. Collaborative Planning Forecasting Replenishment (CPRF) concept. Locating desired products. Lead time reduction. Information and supply chain trade-off. Designing the supply chain for conflicting goals. Inventory Management and Risk pooling, Logistics Information System Function, OMS, WMS, TMS. Internal Operations – Input, Database management, Output Lecture and discussion. Understanding importance of information in supply chain.
9. Strategic Alliances A framework for strategic alliances. Third party / fourth party logistics. What are 3PL/4PL, advantages and disadvantages of 3PL, 3PL issues and requirements? Retailer supplier partnership. Types of RSP, Requirements of RSP Inventory ownership in RSP, Issues and steps in RSP implementation Advantages and disadvantages of RSP. Distribution Integration Types of and issues in Distribution integration. Customer Value Lecture and discussion. Understanding of various outsourcing activities and RSP.
10. E-procurement and outsourcing. Outsourcing benefits and risks. A framework for Buy/Make decisions E-procurement. A framework of E–Lecture and discussion. Understanding procurement through Internet and impact. S. No. Content Activity Learning outcomes procurement. Impact of Internet on supply chain strategies (E-business).
11. Designing Global Supply Chain Networks Global market / Technological/ Cost/ Political and Economic Forces. Risks and advantages of international supply chain. International versus Regional products. Local autonomy versus central control. Regional differences in Logistics- Cultural differences/ infrastructure/ performance expectation and evaluation Information systems availability, human resources. Global business logistics. Lecture and discussion. Understanding various international issues and challenges.
12. Performance Measurement and Controls in Supply Chain Management Measurement of a Robust Supply Chain. Cost / Quality / Service Measurement Introduction and concept of Benchmarking. Gap Analysis. Key actions in benchmarking for best practices. Overview of Supply Chain Operations Reference (SCOR)

Modeling. Balance scorecard for SCM. Lean Manufacturing and Mass Customisation Lecture and discussion. Understanding various performance measurements tools in supply chain.

13. Ethical issues in SCM Supply chain vulnerability. Conformance to applicable laws such as contract and commercial laws, trade regulation, Government procurement regulations, patents copyrights, trademark laws, transportation and logistics laws and regulations Environmental laws. International practices. Confidentiality and proprietary information. Lecture and discussion. Understanding various ethics, rules and regulations in supply chain.
14. Current Trends in Supply Chain Goldratt Supply Chains Sustainable Supply Chain Resilient supply chains Green Supply chain Lean supply chain Lecture and discussion. Understanding recent trends in supply chain.

Vels University, Chennai

(MBA – Logistics and Supply Chain Management)

(Elective Courses – Logistics)

Logistics Concepts And Planning 4 0 0 4 (60 Hrs)

Course Outcomes:

Unit I – Introduction Logistics

Introduction – Scope of logistics in business, Logistics and Supply Chain Management, Core and support activities of logistics; Logistical integration hierarchy; Integrated Logistics; Operating objectives; Barriers internal integration; Logistical performance cycles; Supply chain relationships – Channel participants, Channel structure, Basic functions, Risk, power and leadership.

Unit II – Logistics System Design

Logistics reengineering, Logistical environmental assessment, Time based logistics, Anticipatory and Response based strategies, Alternative strategies, Logistical operational arrangements, Time based control techniques; Integration theory – Location structure, Transportation economies, Inventory economies, Formulating logistics strategy.

Unit III – Logistics Strategy and Planning

Logistics planning triangle, Network appraisal; Guidelines for strategy formulation – total cost concept, Setting customer service level, Setting number of warehouses in logistics system, Setting safety stock levels,

Differential distribution, Postponement, Consolidation, Selecting proper channel strategy.

Unit IV – Inventory and Purchasing

Review – Inventory and purchasing decisions; Multi facility location problems – Exact method, Heuristic methods, other methods; Logistics planning and design – Feasibility analysis, Project planning, Assumptions and data collection, Analysis, Development of recommendation, Implementation.

Unit V – Location Decisions

Planning and design techniques – Logistics adhoc analysis, Location analysis, Inventory analysis, Transportation analysis.

Vels University, Chennai

(MBA – Logistics and Supply Chain Management)

Transportation and Distribution Management

(Elective course-Logistics)

Unit I – Distribution

Role of Distribution in Supply chain, Distribution channels – Functions, resources, Operations in Distribution, Designing Distribution network models, its features, advantages and disadvantages.

Unit II – Planning

Distribution network planning, Distribution network decisions, Distribution requirement planning (DRP).

Unit III – Transportation

Role of Transportation in Logistics and Business, Principle and Participants-Scope and relationship with other business functions, Modes of Transportation - Mode and Carrier selection, Routing and scheduling.

Unit IV – Transportation

International transportation, Carrier, Freight and Fleet management, Transportation management systems-Administration, Rate negotiation, Trends in Transportation.

Unit V – Information Technology (IT)

Usage of IT applications -E commerce – ITMS, Communication systems- Automatic vehicle location systems, Geographic information Systems.

Bharatiyar University, Coimbatore, Tamil Nadu.

Programme: MBA (Logistics and Supply Chain Management)

II Year 2.1. Logistics Management

Unit I: Introduction to logistics management- Definition, scope, functions, objectives - Integrated logistics management, role of logistics in the Supply chain - Logistics & customer service, Role of logistics in competitive strategy, Logistics organization & performance measurement, ERP – SAP – ORACLE.

Unit II: Inventory planning, inventory costs, classifying inventory, Nature & importance of warehousing, types of warehouses, warehousing functions, warehouse layout & design. Material handling objectives, guidelines & principles, selection of material handling equipments. Packaging-role of packaging, packaging materials, consumer & industrial packaging, material handling efficiency.

Unit III: Transportation – role of transportation in logistics, transportation selection decision, basic modes of transportation – Rail, Road, Water, Air, Pipeline - characteristics of different modes- transport economics - Inter modal operations .

Unit IV: Containerization-concept, types, benefits, Types of carriers-indirect & special carriers, Role of intermediaries – shipping agents, brokers, freight management- route planning Role of ports, ICDs, CONCOR - Global shipping options.

Unit V: Reverse logistics- scope, design, e-logistics- logistics information system-application of IT in logistics – automatic identification technologies- bar coding, RFID, Logistics outsourcing – 3PL & 4PL, Global logistics- operational & strategic issues

Periyar University, Salem, Tamil Nadu (MBA)

Programme: MBA – Logistics and Supply Chain Management

2.5 Logistics Management (2nd Year)

Unit I: The Logistics of Business – The Logistical Value Proposition – The Work of Logistics – Logistical Operating Arrangements – Flexible Structure – Supply Chain Synchronization.

Unit II: Transport Functionality, Principles and Participants – Transportation Service – Transportation Economics and Pricing – Transport Administration – Documentation.

Unit III: International Logistics and Supply Chain Management: Meaning and objectives, importance in global economy, Characteristics of global supply chains.; Global Supply Chain Integration – Supply Chain Security – International Sourcing – Role of Government in controlling international trade and its impact on Logistics and Supply Chain.

Unit IV: International Insurance – Cargo movements – water damage – Theft – Privacy pilferage – Other risk – perils with air shipments – Risk Retention – Risk Transfer – Marine Cargo Insurance – Coverage A,B,C classes – Elements of air freight Policy – Commercial Credit Insurance – Size of Vessels, Tonnage, Types of vessels- Container, Combination ships – Non vessel operating carriers.

Unit V: International Air transportation – Types of aircrafts – Air cargo Regulations – Truck and Rail Transportation – Inter model – pipe lines – Packaging objectives – TCL, LCC – Refrigerator – goods – customs duty – Non Traffic barriers – customs cleaning process – International logistics Infrastructure.

Gujarat Technical University, Gujarat (MBA)

Master of Business Administration (Part-Time), 5th Semester (Sectoral Elective)

Logistics and Supply Chain Management (LSCM)

[Effective from Academic Year 2018-19]

I. Logistics and Supply Chain Management – An Overview:

- Logistics, SCM and the difference between logistics and SCM.
- Supply chain and value chain • Mission of logistics management
- Value addition by logistics • Drivers of supply chain performance
- Supply Chain Strategy and Performance Measures: • Customer service and cost trade-offs • Impact of out-of-stock • Setting customer service objectives and priorities • Supply chain performance measures
- Enhancing supply chain performance Outsourcing: Make versus Buy.

II. Logistics Management: • Role of Logistics in Supply Chain Management • Logistics Service Providers 3PL's & 4PL's • Logistics Activities • Marketing and logistics interface • Logistics cost analysis and total cost analysis • Reducing logistics lead time • Packaging and materials handling Designing Transportation Network: • Drivers of transportation decisions • Modes of transportation • Design options • Direct shipment network • Direct shipping via milk run • Distribution centre • Cross docking • Shipping via DC using milk runs • Tailored

network • Routing, scheduling and sequencing in transportation.
• Vehicle Routing Problems. • Route sequencing procedure • Farthest insert, nearest insert, nearest neighbor, Sweep • Route improvement procedure • 2-OPT and 3-OPT. Reverse Logistics: • Definition, reasons, benefits • Elements of reverse logistics • Closed loop supply chain.

III. Network Design: • Define the network design process • Perform a LSCM Audit • Examine the LSCM network alternatives • Conduct a Facility Location analysis • Make decisions regarding network and facility locations • Develop an implementation plan. • Modeling Approaches: • Optimization and simulation models • Facility Location Supply Chain Integration: • Internal and External Integration Supply Chain Restructuring.

IV. Synchronous Supply Chain: • Virtual supply chain and the extended enterprise • Quick response logistics • Role of information, Agile Supply Chains. Introduction to use of Technology in SCM • Role of Technology in Supply Chain Management • Key Application Tools Strategic Challenges for supply chains. Sustainable Supply Chain Management.

Ganapat University, Gujarat

(MBA- Logistics and Supply Chain Management)

Specialization: International Business/Logistics and Supply Chain Management

GLOBAL LOGISTICS MANAGEMENT (60hrs)

Unit Contents

- 1. Overview of Logistics Nature-** Concept- Evolution- Components of Logistics Management- Logistics in India- Functions, Value Chain of supply chain management- Concept of 3PLs- 4PLs- Green Logistics- Reverse Logistics- Contemporary trends in International Logistics. 12 hours
- 2. Information System and Services Logistics Information system-** Operational LIS- IT Solutions for Logistics- Emerging technologies in Logistics Customer Service- Concept- Components- Customer service costs- Gap Analysis for customer service measurement-customer service strategic management- Impediments to an effective customer service strategy 12 hours
- 3. Inventory Management,** Ware housing and Material Handling Introduction, concept, types, functions of inventory in logistics.

Elements of Inventory costs, Just in time system, Quick response logistics. Warehousing- Concept, Types, Warehouse Strategies, Recent Trends. Material Handling- Concept, Guiding Principles, Devices. Containerization- Introduction, History, classification, Container Standards, Problems. Packaging – Concept, Functions, Issues, Emerging Trends. 12 hours

- 4. Transportation, Shipping and Logistic Network Design**
Transportation- Introduction, Different Modes of Transport, Importance, Elements of transportation cost, Multi Model transport. Shipping- Liner Conference, Chartering- types and Charter Party Principles, freight Structure and Practices, Types of Ships, Inland Container Depot/ Dry Ports, Shipping and World Sea borne Trade, Recent trends in shipping Policy, Incoterms, Indian Shipping Industry Logistics Network Design Concept, Design options for a distribution network, Impact of distribution network design, Various distribution network. 12 hours
- 5. Port System Introduction,** Major Ports in India, IPA, Port Community System, Traffic handled at Indian Ports, Major developments in ports, Major problems with Indian ports, Productivity of Indian ports, Policy initiatives for development of ports, Dredging policy, AISC, Maritime Fraud, International Maritime bureau. 12 hours

Tamil Nadu Open University, Tamil Nadu

MBA Logistics Management I year (Fundamentals of Logistics)

Course Outcome:

Block I: Introduction to Logistics Origin of Business Logistics – Logistics organization and its role in a manufacturing unit – Role of Logistics in Economy/Organisation – Functions of the Logistics system – Inbound Logistics – Outbound logistics – In plant logistics.

Block II: Procurement and Outsourcing Procurement and Outsourcing - Integrated Logistics Management - Routing of materials from origin to destination - role of physical delivery - Importance of Packaging-Principles of Packaging - Role, Cost, Economics - Packaging Materials - Customer Service functions in logistics.

Block III: Global Logistics Global Logistics scenario - Logistics hubs and distribution Strategy - Role of Information Systems in improving the efficiency – Containerisation as an enabler of logistics strategy - Cargo security - Logistics strategy for perishables / Dangerous.

Block IV: Logistics Performance Financial aspects in Logistics performance - Role of 3 PL and 4 PL - Logistics infrastructure for 3PL - Types and functions of warehouses -Expectations & Fulfilment levels for E-business - Retail Supply Chain Administration - Vendor Managed Inventory.

Block V: Logistics Planning and Design Techniques Logistics Planning and Design Techniques - Organisation structure for improving the effectiveness Goods – (Automobile components) - Reverse logistics.

Allagappa University, Tamil Nadu

Programme: MBA Logistics Management

Semester I Course Code:643104

Principles of Logistics and Supply Chain Management

Contents:

Unit I – Logistics management and supply chain management - Definition, Evolution, Importance. The concepts of logistics. Logistics relationships. Functional applications – HR, Marketing, Operations, Finance, IT. Logistics Organization - Logistics in different industries.

Unit II – Logistics Activities: – functions, objectives, solution. Customer Service, Warehousing and Material Storage, Material Handling, order processing, information handling and procurement Transportation and Packaging. Third party and fourth party logistics – Reverse Logistics – Global Logistics.

Unit III – Fundamentals of Supply Chain and Importance, Development of SCM concepts and Definitions Supply chain strategy, Strategic Supply Chain Management and Key components. Drivers of Supply Chain Performance – key decision areas – External Drivers of Change.

Unit IV – Modelling logistics systems – Simulation of logistic systems – Dimensions of Logistics & SCM – The Macro perspective and the macro dimension – Logistic system analysis strategy, Logistical Operations Integration, Customer service – Supply Chain Relationships.

Unit V – Framework and Role of Supply Chain in e-business and b2b practices. Value of information in logistics & SCM – E-logistics, E-Supply Chains – International and global issues in logistics – Role of government in international logistics and Principal characteristics of logistics in various countries and regions.

Unit VI – Dynamic Component for Continuous Internal Assessment only: Contemporary Developments Related to the Course during the Semester concerned.

Dr. A.P.J. Abdul Kalam Technical University, Lucknow

Programme: MBA Logistics and Supply Chain Management
I Year /I Sem – Basics of Supply Chain & Logistics Management Course

Course Contents:

Unit 1 (6 Hours) Supply Chain Concepts: Objectives of a Supply Chain, Stages of Supply chain, Value Chain Process, Cycle view of Supply Chain Process, Key issues in SCM, logistics & SCM, Supply Chain Drivers and obstacles, Supply chain strategies, strategic fit, Best practices in SCM, Obstacles of streamlined SCM.

Unit 2 (6 Hours) Logistics: Evolution, Objectives, Components and Functions of Logistics Management, Distribution related Issues and Challenges; Gaining competitive advantage through Logistics Management, Transportation- Functions, Costs, and Mode; Network and Decision, Containerization, Cross docking.

Unit 3 (8 Hours) Supply Chain Performance: Bullwhip effect and reduction, Performance measurement: Dimension, Tools of performance measurement, SCOR Model. Demand chain management, Global Supply chain – Challenges in establishing Global Supply Chain, Factors that influences designing Global Supply Chain Network.

Unit 4 (12 Hours) Warehousing: Concept and types, Warehousing strategy, Warehouse facility location & network design, Reverse logistics, Outsourcing- Nature and concept, Strategic decision to Outsourcing, Third party logistics(3PL), Fourth party logistics(4PL). Supply Chain and CRM- Linkage, IT infrastructure used for Supply Chain and CRM, Functional components for CRM, Green supply chain management, Supply Chain sustainability.

Delhi University, Delhi

Programme: MBA (International Business)

Electives: International Supply Chain Management and Logistics
Master of Business Administration (International Business) Semester III
Course 235: International Supply Chain Management and Logistics

Contents:

Section A: Supply Chain Management

Unit I – Basic Framework: Concept of supply chain management (SCM); SCM and trade Logistics; Business view of SCM; Push and pull

of SCM; Decision phases; Impellers and drivers in SCM Process views of SCM, planning and operations.

Unit II – Integrated SCM: Concept, span and process of integrated SCM; Competitive strategy and strategic fit; Demand forecasting, Methods of demand forecasting; Risk management in demand forecasting; Supply chain metrics (KPIs), performance measurement and continuous improvement; Supply chain modeling; Challenges to achieving and maintaining strategic fit.

Unit III – Managing Relationship: Role of Relationship marketing in SCM; Managing relationships with suppliers and customers; Role of on-line sales and supply chain, Designing strategic distribution network. Factors influencing distribution network.

Unit IV – Supply Chain and Information Management Systems: Purchasing Process-Strategic role of purchasing in the supply chain and total customer satisfaction; Types of purchases; Purchasing cycle; Supplier selection and evaluation; Vendor development.

Importance of information management; Distribution and sharing of information; Information technology as a platform for effective and efficient supply chain management; Functional application of traditional ERP, special ERP, MR, DRP, PDM, EIP, CPFR, WMS, TMS, RFID, GPS, GIS; Reengineering the supply chain: Future directions.

Section B: Trade Logistics

Unit V – Logistics System: Concept objectives and scope of logistics; Systems elements; Inbound and Outbound logistics. Reverse inventory. Value added role of logistics. Logistics interface with manufacturer and marketing. Packing, Marking, Just in time concept; Third party logistic outsourcing challenges and future directions.

Unit VI – Transportation: Importance of effective transportation system; Service choices and their characteristics; inter-modal services; Transport cost characteristics and rate fixation. In-company management vs. out-sourcing; Implementation and continuous improvement; Carrier selection determinants and decision.

Structure of Shipping: World sea home trade; international shipping – characteristics and structure; Liner and tramp operations; Liner freighting; Chartering-Types, principles and practices; Charter, party agreement; Development in sea transportation – Utilization, containersation, inter

and multimodal transport, CFC and ICD; Indian shipping – growth, policy and problems; Ports and port trust.

International Air transport: International set up for air transport: Freight rates; India’s exports and imports by air – Problems and prospects.

Carriage of Goods by sea, sea and combined transport; international conventions and Indian law; Maritime frauds and unethical practices-causes and projection; Role and types of cargo intermediaries.

Unit VII – Warehousing and Inventory Management: Warehousing and marketing strategy: Objectives and functions of warehousing; strategies; Material handling equipment and material mobility Warehousing evaluation and requirements.

Inventory management-inventory categories, EOQ, LT, ICC; Inventory levels; Material planning and sourcing of procurement; Methods of cost reduction.

Banaras Hindu University (MBA)

Programme: MBA, Elective: Logistics and Transportation Management

Course Structure

Part A:

- Introduction to Logistics and its interface with production and marketing.
- Scope & economic significance of Logistics.
- Key elements of Logistics, Location, Warehouse. Distribution containers. Transportation, Communication, inventory.
- Measures of logistics, Physics distribution and logistics. Facilities and services. Inventory management decisions. Dispatch and Routing decisions & models. Analytical frameworks underlying logistics problems. Logistics information system & its relation to the logistics environment.
- Future direction in Logistics.

Part B:

- Growth of urbanization and problems of transportation.
- Transportation systems – Planning, Operation and management.
- Trip generation and distribution – Load planning. Transportation modes and their selection.
- Sequential travel demand forecasting models.
- Future developments in transportation.

Punjab University, Punjab (MBA)

Programme: MBA (Elective)

409-Management of Logistics

Course Content

Group 1:

Logistics Management: Nature and Scope of Logistics, Defining Physical Distribution and Understanding its Activity Centers.

Distribution: Physical Distribution and its Relationship with Marketing and Material Management, Interdependence of Transactions and Exchange Actions.

Channels: Importance of Channels and Concept of Logistical Support, Geo Market Dynamic Logistical Operation, its Elements and Network, Integrated Physical Distribution and Competitive Actions of a Company. Physical Distribution and Elements of Inventory; Inventory Costs; Concepts of EOQ, Safety Stock.

Transportation and Physical Distribution: Different Transportation Modes and their Pros and Cons. Evaluation of Transport Decision. Freight Rate Structure and Road Transportation, Sea & Air Cargo-tariff structure. Practice and Procedures of their Operation and Services provided by them. International Transportation Containerization's concept and its Operation. Inland Container Depot & Terminals in India Liner Shipping Conferences-Its Norms and Practices Chartering Principles and Practices.

Group II:

Transportation: Procedures in Different Models of Transportation. Reviewing Transportation Infrastructure Tariffs and Documentation. Carrier Consignee Liabilities, Pricing and Related Services Insurance and Claim.

Storage: Elements of Storage and Material Handling, including Warehousing and Packing Alternatives, Receipt and Dispatch and Loading and Unloading, Handling Machinery, Dispatch of Vehicles, System Design and Administration.

Other Contemporary Issues: Total Costs Planning, Minimum Total costs Policy, Maximum Customer Service Policy, Maximum Profit Policy, Organisation and Control for Physical Distant Information System for P.D. Information System in Logistics.

Pedagogy:

Extensive use of technology in the class rooms, Online models of MOOCs, Research-based teaching, use of concerned articles from Journals and magazines.

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STATISTICAL METHODS

Dr. S.P. Gupta

About the Book

Statistical Methods are playing an ever-increasing role in framing suitable policies in a large number of diversified fields covering natural, physical and social sciences. Statistics today has become indispensable in all phases of human endeavour. This book is primarily meant for undergraduate students of Commerce and Economics. This book entitled “Statistical Methods” was first published in 1969.

Salient Features

- The book is written in a very simple and lucid style.
- For the first time the book is being published in the broader form on the initiative of the publisher, Sultan Chand & Sons.
- It caters to the requirements of under-graduate as well as post-graduate students of Commerce, Economics and Management.
- The Engineering, Medical and Research students can also refer to the book to meet their specific requirements.
- The book is non-mathematical in character.
- Besides good theory it contains more than 1,500 Illustrations and about more than 2,000 exercise questions for better understanding of the subject.
- A large number of questions have been picked up from the examination papers of leading Universities.
- Hints to ticklish problems have been given wherever necessary.

Contents

Part I

1. Statistics –What and Why
2. Organising a Statistical Survey
3. Collection of Data
4. Sampling and Sample Designs
5. Classification and Tabulation of Data
6. Diagrammatic and Graphic Presentation
7. Measures of Central Value
8. Measures of Dispersion
9. Skewness, Moments and Kurtosis
10. Correlation Analysis
11. Regression Analysis
12. Association of Attributes
13. Index Numbers
14. Analysis of Time Series
15. Interpolation and Extrapolation
16. Vital Statistics
17. Statistical Fallacies

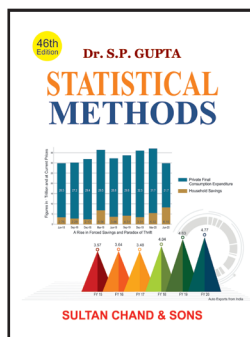
Part II

1. Probability and Expected Value
2. Theoretical Distributions
3. Statistical Inference–Tests of Hypotheses
4. C2 Test and Goodness of Fit
5. F-Test and Analysis of Variance
6. Experimental Designs
7. Statistical Quality Control
8. Business Forecasting
9. Partial and Multiple Correlation
10. Statistical Decision Theory
11. Non-Parametric Tests

Revisionary Exercise

Appendices

1. Logarithms, Reciprocals and Square Root
2. Permutations and Combinations
3. Select References
4. Symbols, Abbreviations and Formulae
5. Statistical Tables



FUNDAMENTALS OF MATHEMATICAL STATISTICS

Dr. S.C. Gupta • Dr. V.K. Kapoor

About the Book

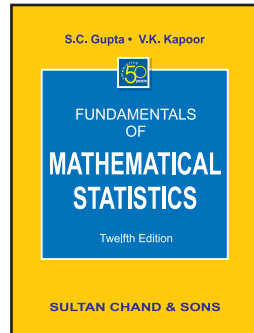
A textbook written completely on modern lines for undergraduate & post graduate courses in Statistics, Mathematics, Economics, Computer Science, Engineering and Indian Civil Services & Indian Statistical Service Examinations. The thoroughly revised, (Golden Jubilee) TWELFTH EDITION of this indispensable, authoritative, well-written & best selling textbook, while retaining its analytical and modern approach now includes a large number of new topics, extensively revised and rewritten material, updated information and various distinct new features.

Salient Features

- The entire text has been restructured, rewritten and updated to cater to the revised syllabi of almost all universities, and various other professional examinations.
- During the course of rewriting, it has been specially borne in mind to retain all the basic features of the previous editions especially the simplicity of presentation, lucidity of style and analytical approach which have been appreciated by the readers throughout the country.
- A conscious effort has been made to make the presentation of all topics discussed very simple and to develop the subject-matter in such step-by-step manner that the book can serve as self-study text for the students.
- A number of typical problems have been added as solved examples in each chapter. These will enable the reader to have a better and thoughtful understanding of the basic concepts of the theory and its various applications.
- Several new topics have been added at appropriate places in various chapters to make the treatment of subject matter more exhaustive and up-to-date

Contents

1. Introduction (Meaning and Scope)
 2. Descriptive Measures (Measures of Central Tendency, Measures of Dispersion, Measures of Skewness, Measures of Kurtosis)
 3. Theory of Probability – I
 4. Theory of Probability – II
 5. Random Variables and Distribution Functions
 6. Mathematical Expectation
 7. Generating Functions and Law of Large Numbers
 8. Special Discrete Probability Distributions
 9. Special Continuous Probability Distributions
 10. Correlation
 11. Curve Fitting and Regression Analysis
 12. Multiple and Partial Correlation and Regression Analysis
 13. Theory of Attributes
 14. Large Sample Theory
 15. Exact Sampling Distributions-I [Chi-square (χ^2) Distribution]
 16. Exact Sampling Distributions-II [t, F and Z Distributions]
 17. Statistical Inference – I (Theory of Estimation)
 18. Statistical Inference – II (Testing of Hypothesis and Non-Parametric methods)
 19. Finite Differences and Numerical Analysis
 20. Bivariate and Multivariate Normal Distributions
 21. Some Additional Topics
- Appendices
Index



MATERIALS MANAGEMENT

M.M. Verma

About the Book

Materials Management has acquired a new significance in the Indian context, wherein it is expected of materials manager that he would strive hard for achieving the arduous task of providing efficient service to the whole undertaking and reducing the production and distribution costs.

Contents

Section One: Introduction

1. Materials Management
2. Integrated Materials Management
3. Organisation for Materials Management
4. Problems in Materials Management

Section Two: Management of Materials

5. Materials Planning and Budgeting
6. Materials Identification, Codification and Standardisation
7. Inventory Control
8. Materials Management in India
9. Evaluation of Materials Management

Section Three: Storekeeping and Materials Handling

10. Storekeeping
11. The Storekeeper
12. Storehouse
13. Materials Handling Equipments
14. Materials Handling
15. Receipt of Materials
16. Inspection, Preservation and Issue of Materials
17. Stores Accounting and Audit
18. Information System for Inventory
19. Management of Obsolete, Surplus and Scraps
20. Transport and Traffic Management

Section Four: Purchasing

21. Purchasing Organisation
22. Purchasing Principles, Procedure and Systems
23. Make or Buy
24. Purchasing and Corporate Planning
25. Buyer-Seller Relations
26. Ethics of Buying and Selling
27. Legal Aspect of Purchasing
28. Purchasing Research and Value Analysis
29. Quality Control



PRINCIPLES AND PRACTICE OF MANAGEMENT

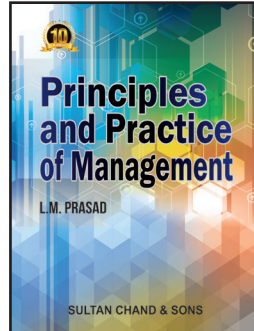
Dr. L.M. Prasad

About the Book

The book in the present edition has been thoroughly revised and restructured. All the chapters have been re-written not only to incorporate new developments in Principles and Practice of Management but also to make the subject-matter more lucid and crisp. Thus, the present edition is vastly improved both in terms of contents and presentation.

Salient Features

- Comprehensive coverage of Subject-matter with latest developments.
- Authentic presentation of the subject matter with suitable Figures, Tables and Exhibits
- Proper blend of theory and practice.
- An opening case study so that the concerned concepts can be related to practices easily.
- Multiple choice questions, short answer questions, and discussion/application questions at the end of each chapter to test the assimilation of subject-matter concerned.
- Awareness Developer at the end of each chapter to enable the reader to assess her/his behavioral pattern.
- Case study at the end of each chapter for class-room discussion to sharpen diagnostic and analytical skills of the readers.
- Guidelines for learning through cases at the end of the book to enable the readers to make full use of learning through cases.
- Glossary at the end of the book for bird's eye-view.



Contents

Part I – Conceptual Framework of Management

- Introduction to Management
- Development of Management Thought
- Management Challenges and Opportunities
- Social Responsibility and Ethics

Part II – Planning

- Fundamentals of Planning
- Organizational Plans
- Decision Making

Part III – Organizing

- Fundamentals of Organizing
- Power and Authority
- Conflict and Coordination
- Organizational Change

Part IV – Staffing

- Fundamentals of Staffing

- Employee Development and Performance Appraisal

Part V – Directing

- Fundamentals of Staffing
- Motivation
- Leadership
- Communication

Part VI – Controlling

- Fundamentals of Controlling
- Control Techniques

Part VII – Management Practices

- Management Practices of Prominent Countries and Business Leaders

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Glossary

Subject Index

MANAGERIAL ECONOMICS

Analysis, Problems, and Cases

P.L. Mehta

About the Book

By integrating economic theory with the business practice, the book aims at providing a unifying framework for managerial decision-making. It explains economic tools and techniques with the help of simple examples from real business situations. An abundance of case studies, illustrations and examples enrich and extend the analysis. The book draws upon the author's rich experience in the field of teaching, research and consultancy.

Salient Features

- Emphasis on conceptual clarity and simplified presentation.
- Comprehensive coverage, encompassing all those aspects that impinge upon economic decision-making of modern firms.
- The summaries, glossaries, latest case studies and set of questions at the end of the text help in consolidating the matter contained in the chapters.
- The most recommended book for students of management and business managers.

Contents

Part I - The Introduction

Part II - The Demand

Part III - Production and Cost

Part IV - Pricing and Output Decisions

Part V - The Profit

Part VI - Capital Budgeting

Part VII - Economic Activity and the Role of Government

Part VIII - The External Sector

Part IX - Quantitative Techniques of Economic Analysis

Appendices

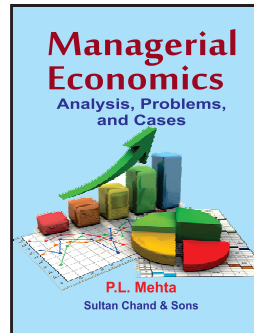
Integrating Case Studies

Review Questions

Answers to Questions

Present Value Tables

Mathematical Treatment of Managerial Economics.



ORGANIZATIONAL BEHAVIOUR

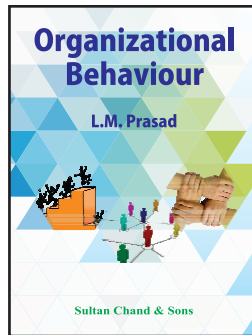
Dr. L.M. Prasad

About the Book

The book in the present edition has been thoroughly revised and restructured. All the chapters have been re-written not only to incorporate new developments in Organizational Behaviour but also to make the subject-matter more lucid and crisp. Thus, the present edition is vastly improved both in terms of contents and presentation. The book is ideally suited to MBA/PGDBM and other relevant courses.

Salient Features

- Most comprehensive coverage of subject-matter with latest development.
- Subject-matter presented in simple and lucid style with suitable Figures, Tables and Exhibits.
- Proper blend of theory and practice.
- An opening case of organizational behaviour so that the concerned concepts can be related to practices easily.
- Multiple choice questions, short answer questions, discussion/application questions at the end of each chapter to test the assimilation of subject-matter concerned.
- Awareness Developer at the end of each chapter to enable the reader to assess her/his behavioural pattern.
- Case at the end of each chapter for class-room discussion to sharpen diagnostic and analytical skills of the readers.
- Guidelines for learning through cases at the end of the book to enable the readers to make full use of learning through cases.
- Glossary at the end of the book for bird's eye view.



Contents

Part I – Conceptual Framework for Organizational Behaviour

- Introduction to Organizational Behaviour

Part II – Foundations of Individual Behaviour

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- Personality
- Perception
- Learning
- Attitudes and Values
- Emotional Intelligence
- Motivation: Concepts and Theories
- Motivation: Applications
- Individual Decision Making

Part III – Foundations of Group Behaviour

- Interpersonal Behaviour
- Group Dynamics
- Work Teams
- Power and Politics
- Leadership
- Communication
- Conflict Management

Part IV – Organization Systems

- Design of Organization Structure
- Organizational Culture
- Organizational Change & Stress Management

Appendix 1

Appendix 2

Glossary

Index

Logistics & Supply Chain Management is tailored to meet the requirements of Management students specializing in Logistics & Supply Chain Management. The book covers the syllabus of most of the Indian Universities offering Logistics and Supply Chain Management program as well as operations elective in MBA program. The Book unveils with an overview of Logistics Management in an easy to understand manner. Some of the key features included in the book to facilitate learning process are:

- Exhaustively covers Anna University, Madras University MBA 2 & 5 years integrated program syllabus.
- Critical Thinking Questions to enhance the Out of Box Thinking of the students.
- Key concepts are presented in a diagrammatic model for better understanding.
- Concept based questions attached for clarity in learning.
- Question Bank & Frequently asked University exam questions to facilitate high score in the subject.
- Glossary helps to understand important key terms used in Logistics and to answer two marks questions.
- Multiple choice questions help to recollect the concept and enhance the learning for competitive exams.
- Important Logistics & Supply Chain topics related with respective logistics firms to understand core activities.

Dr. Saikumari V., is a Professor and Head of the Department of Management studies, SRM Easwari Engineering College, a field in which she has over 25 years of experience. She has strived towards transforming the Education Industry through strategic thinking and operational excellence. She has been a Professor & Head in Sathyabama University, Director of Park Global B-School and as Director Operations in MTMS Private Limited. She has completed MBA in Marketing, PhD in Human Resource & Administration, Post Doctorate in Women Entrepreneurship from USA. She is a certified Psychometric Test Professional from Carlton Advanced Management Institute, USA. She is an outreach advisor to the Eureka Education Group – UK, through which she continues to provide global exposure to our student community.



She is the Entrepreneurship Brand Ambassador for MoE's Innovation Cell as well as the Career and higher education advisor in LinkedIn, wherein she provides advice to thousands of researchers and students. She is at heart an innovative educationist and a passionate teacher. She is also a renowned academician with several achievements as a researcher and research advisor. She is a proud recipient of more than 20 awards for her excellence in teaching, research and leadership. She has authored 7 titles of management books & 11 CBTs in management. She has also published a Patent. Besides these she is also a motivational speaker, author, blogger, mentor, youtuber, counsellor, trainer, editor and reviewer, supervisor, orator, altruist, entrepreneurship consultant, advisor and an able administrator.



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