



Name:  
Enrolment No:

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Semester Examination, May 2023**

**Course: Retail Logistics**  
**Program: BBA-LM**  
**Course Code: LSCM 3012**

**Semester: 6<sup>th</sup>**  
**Time : 03 hrs.**  
**Max. Marks: 100**

**Instructions:**

**SECTION A**  
**10Qx2M=20Marks**

S. No.		Marks	CO
Q1	Which of the following is a benefit of using RFID technology in retail logistics? a) Increased inventory accuracy b) Reduced transportation costs c) Increased customer satisfaction d) All of the above	2	CO1
Q2	What is last-mile delivery in retail logistics? a) Delivery of goods from the manufacturer to the retailer b) Delivery of goods from the retailer to the customer c) Delivery of goods between different retail stores d) Delivery of goods from the customer to the retailer	2	
Q3	What is a distribution center in retail logistics? a) A facility where goods are manufactured b) A facility where goods are stored and sorted for delivery c) A facility where customers can purchase goods directly d) A facility where returns are processed	2	CO1
Q4	What is the role of logistics in retail supply chains? a) To manufacture finished products b) To transport products from manufacturers to retailers c) To provide raw materials or components to retailers d) To purchase products from retailers for resale	2	CO1
Q5	What is the impact of e-commerce on retail supply chains? a) It has decreased the need for warehouses and storage facilities b) It has increased transportation costs c) It has enabled customers to shop online and receive products directly from manufacturers or distributors d) It has decreased the importance of inventory management	2	CO1
Q6	Which of the following is the cost involved in holding goods in a warehouse?  a. Facility cost	2	CO1

	<ul style="list-style-type: none"> <li>b. Processing cost</li> <li>c. Inventory cost</li> <li>d. Transportation cost</li> </ul>		
Q7	<p>At ___ level, the decisions are made with long-term objectives.</p> <ul style="list-style-type: none"> <li>a. Performance</li> <li>b. Operational</li> <li>c. Strategic</li> <li>d. Tactical</li> </ul>	<b>2</b>	<b>CO1</b>
Q8	<p>Many times..... is not included in SCM</p> <ul style="list-style-type: none"> <li>a. Material handling</li> <li>b. Retail management</li> <li>c. Sales management</li> <li>d. None</li> </ul>	<b>2</b>	<b>CO1</b>
Q9	Mass transportation is expensive than transporting goods in small quantities. (True/ False)	<b>2</b>	<b>CO1</b>
Q10	RFID stands for:	<b>2</b>	<b>CO1</b>
<b>SECTION B</b> <b>4Qx5M= 20 Marks</b>			
Q1	How does transportation network classified?	<b>5</b>	<b>CO2</b>
Q2	Define contract manufacturing and its different types.	<b>5</b>	
Q3	Enlist the benefits of ERP software in retail industry.	<b>5</b>	
Q4	Describe retail governance model in brief.	<b>5</b>	
<b>SECTION-C</b> <b>3Qx10M=30 Marks</b>			
Q1	Describe evolution of retail in India.	<b>10</b>	<b>CO3</b>
Q2	What are key challenges in retail logistics.	<b>10</b>	
Q3	<p>Differentiate organized and unorganized retail sectors in detail.</p> <p>OR</p> <p>Discuss various emerging retail technologies in detail.</p>	<b>10</b>	
<b>SECTION-D</b> <b>2Qx15M= 30 Marks</b>			
Q1	<p>Calculate: DIF, DOQ, DOT and DIFOT for each product</p> <p>DIF = Delivered in Full,</p> <p>DOQ= Delivered on Quality,</p> <p>DOT= Delivery on Time,</p> <p>DIFOT= Delivered in Full on Time</p>	<b>15</b>	<b>CO4</b>

	Qty ordered	Qty supplied	Quality Issues	Qty delivered on time		
Product 1	1000	880	50	600		
Product 2	1500	1500	100	1200		
Product 3	400	400	10	400		
Product 4	2000	1500	0	1500		
Product 5	800	800	0	700		
Product 6	600	580	30	500		
Product 7	85	85	5	85		
Product 8	100	0	0	0		
Product 9	8000	7800	100	7000		
Product 10	60	60	0	60		
Q2	Elaborate supply chain performance measures in detail.				15	CO4