



**UNIVERSITI KUALA LUMPUR
MALAYSIAN INSTITUTE OF INDUSTRIAL TECHNOLOGY**

**FINAL EXAMINATION
JANUARY 2016 SEMESTER**

SUBJECT CODE : JLB 10103
SUBJECT TITLE : ELEMENTS OF LOGISTICS
PROGRAMME LEVEL : BACHELOR
DATE : 24 MAY 2016
TIME : 2:30 PM – 5:30 PM
DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES

- 1. Please read the instructions given in the question paper CAREFULLY.**
- 2. This question paper is printed on both sides of the paper.**
- 3. This question paper consists of Part A ONLY.**
- 4. Answer FOUR (4) questions ONLY.**
- 5. Please write your answers on the answer booklet provided.**
- 6. Answer all questions in English.**

THERE ARE 3 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION A (Total: 100 marks)**INSTRUCTION: Answer FOUR (4) questions ONLY.****Please use the answer booklet provided.****Question 1**

Warehouse play a significant functions in logistics operations to ensure efficient cargo handling prior to local deliveries, import or export.

- (a) Relate Public warehouse and Private warehouse with appropriate examples.
(4 Marks)
- (b) Apart from cargo storage, classify other functions of warehouse which support the logistics activities.
(12 Marks)
- (c) Explain the relationship between Inventory Management and warehouse activities.
(9 Marks)

Question 2

Logistics is one of the "Utilities" we use every day in our lives. Just like water, electricity and the internet, the world will not go round without the support of logistics.

- (a) Apply "People", "Physical Evidence" and "Process" of the 7P's in logistics activities with appropriate examples.
(15 Marks)
- (b) Describe the role of "International Logistics" in our daily live as in consumable product, raw material and the movement of people in business activities.
(10 Marks)

Question 3

Logistics is an intangible product which cannot be touch, hold, seen or taste. The service could only be experienced by the customer or the users. One of the best way to retain customer as long as a logistics company works is by providing excellent "Customer Service" in almost all parts of daily operations.

- (a) Explain the role of Communication in Customer Service to ensure smooth logistics operations. (10 Marks)
- (b) Distinguish between the **THREE (3)** stages of customer service with appropriate examples. (15 Marks)

Question 4

Invoice, Packing List, Delivery Order (DO), Bill of Lading (B/L), Airway bill (AWB), Consignment Note, Tally Sheets, Customs forms, Container Delivery Note (CDN) are among the documentations being used every day in logistics activities and cargo movement around the world. These movement and handling of these documents are also known as procurement.

- (a) Contrast the differences of Procurement and Purchasing with appropriate examples. (10 Marks)
- (b) Relate how the role of Information Technology (IT) support procurement in logistics activities today. (15 Marks)

Question 5

Companies such as PROTON, MUNCHY'S, DUNLOPE manage their daily operations and business efficiently by applying different types of material handling method suitable to the nature of the product being manufactured.

- (a) Apply **FIVE (5)** significant roles of packaging in any one of the above mentioned companies products.
(5 marks)
- (b) Distinguish between any **TWO (2)** types of material handling in a warehouse known to you with example.
(10 marks)
- (c) Evaluate the advantages and disadvantages of a warehouse operating a fully automated material handling equipment.
(10 marks)

END OF EXAMINATION PAPER