

UGANDA MARTYRS UNIVERSITY, NKOZI CAMPUS
FACULTY OF BUSINESS ADMINISTRATION AND
MANAGEMENT

DEPARTMENT OF MANAGEMENT SCIENCE

BAM III SEMESTER ONE 2021/2022

COURSE UNIT: LOGISTICS MANAGEMENT

COURSE CODE: PRO3115

DATE: Tuesday, 18th January 2022

Time allowed: 2:00pm -5:00pm

Instructions to Candidates:

Read the following before answering the examination questions.

- 1) Answer four questions**
- 2) Section A is compulsory and carries 40 marks**
- 3) All questions in section B carry equal marks and carries 60 marks**
- 4) Carefully read through the questions before attempting**
- 5) Candidates are warned that illegible scripts will not be marked**
- 6) DO NOT WRITE ANY OTHER THING ON THIS QUESTION PAPER**

Section A

Question one

Covid-19 an incident to remember

In the year since the COVID-19 crisis began including lockdowns of countries like Uganda, businesses around the world have been in crisis-management mode to protect their people, their customers, and their enterprises. Procurement leaders have been no exception. A particular vulnerability the pandemic's global nature exposed is in supply chains, which have been stressed at a scale with few precedents. As economies begin their transition to the next normal, new look at Logistics management is evolving into recovery, with a few signs of growth starting to return. Many conversations with procurement leaders have identified a common theme: of newfound energy to apply hard-won lessons learned from an extraordinary time. These executives' new focus is to make sure that the Logistics function can lead efforts in the great reset.

Logistics management is part of supply chain process that involve planning, implementing and controlling the efficient, effective flow and storage of goods, services and related information from point of origin to the point of consumption at the right time and right place to meet customer requirements. Logistics management involves several factors including transportation management, freight and inventory management, material handling and order fulfilment. Proper logistics management encompasses optimization processes to maximize revenues, cut manual labor, make informed decisions and exceed customer expectations.

During the lockdown, there are advantages of having set prices that do not fluctuate, as well as working with awarded suppliers that have good reputations. States allow the use of corporative contracts during an emergency within specific parameters, and define Logistics function as an important element to lead to customer satisfaction as they get their requirement at the desired places.

Despite the disadvantages including total lockdown, delays in delivery time due to covid-19 pandemic protocols, closing of boarders, restricted movements and total decline in employment hence disposable incomes and others, there has been tremendous advantages including different way of thinking, use of information systems, cutting of costs due restricted movements, development of e-procurement, important substitution, integrated supply chains and others.

Many procurement and logistics managers believe that this pandemic has come to test business men faith.

Tasks:

- a. State and explain any 5 (five) positive effects of covid-19 pandemic in business world
(10 marks)
- b. With relevant examples, discuss any 5 (five) challenges of covid-19 pandemic to the Logistics Mangers?
(10 marks)
- c. Suggest the solutions to the challenges in (b) above?
(10 marks)
- d. Explain any 10 (ten) roles of logistics management in business world (10 marks)

Section B

Question two

Logistics is said to be responsible for the movement and storage of materials as they move through the supply chain and inherent in this are a number of activities.

- a. Giving examples, explain the key inward and outward activities of logistics that could be of concern for logistics managers.
(10marks)
- b. What are the possible ways in which an organization could cut costs of their logistics operations to take advantage over its competitors?
(10marks)

Question three

- a. Explain the importance of customer care management in logistics and supply chain management
(10marks)
- b. What are some of the factors that can lead to improved customer care in business organizations?
(10marks)

Question four

- a. Explain the objectives of materials handling
(8marks)
- b. Discuss any five principles that guide the selection of materials handling process and technologies
(12marks)

Question five

- a. Justify the need for packaging in logistics and supply chain management. (12marks)
- b. Using your expert knowledge of logistics and supply chain management, advice on why should containerization is regarded as a good practice in organizations. (8marks)

Question six

- a. What are the key functions of Distribution? (10marks)
- b. Describe the measures/factors that are influenced by the structure of the distribution network. (10marks)

Success