



TAMILNADU OPEN UNIVERSITY

Chennai - 15

School of Management Studies

SPOT ASSIGNMENT

COURSE – MBA II YEAR

COURSE CODE

BATCH

OPERATIONS MANAGEMENT

MSPT - 20

AY 2017 -2018

Time: 1 Hour

Total Marks: 25

Part – A (2 x 5 = 10 Marks)

Answer any two questions. Each question carries equal marks.

1. List out the objectives of operations management.
2. What are ERP packages?
3. Explain the functions of inventory control.

Part – B (1 x 15 = 15 Marks)

Answer any one question.

4.Explain the types of production system.

5.Write short notes on:

- (a) Materials Requirement Planning
- (b) MRP – II.
- (c)Six sigma concepts
- (d) ISO 14000 concepts



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BUSINESS LAW

MSPT - 22

AY 2017 -2018

Time: 1 Hour

Total Marks: 25

Part – A (2 x 5 = 10 Marks)

Answer any two questions. Each question carries equal marks.

1. Explain briefly the essential of contract.
2. Write notes on: Indemnity, Bailment and Pledge.
3. Briefly explain the kinds of agency.

Part – B (1 x 15 = 15 Marks)

Answer any one question.

4. What are the various ways in which a contract may be discharged?
5. Elaborately explain about Consumer Protection Act.



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STRATEGIC MANAGEMENT

MSPT - 23

AY 2017 -2018

Time: 1 Hour

Total Marks: 25

Part – A (2 x 5 = 10 Marks)

Answer any two questions. Each question carries equal marks.

1. How can a firm best achieve sustained competitive advantage?
2. Explain BCG Matrix and its importance in formulating strategy.
3. What do you mean by 'Strategic Implementation'?

Part – B (1 x 15 = 15 Marks)

Answer any one question.

4. Explain strategic management process with suitable example.
5. Briefly discuss the five generic business level strategies.



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COURSE – MBA II YEAR

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SUPPLY CHAIN MANAGEMENT

MSPT - 62

AY 2017 -2018

Time: 1 Hour

Total Marks: 25

Part – A (2 x 5 = 10 Marks)

Answer any two questions. Each question carries equal marks.

1. What is the relation between demand and supply in a supply chain?
2. Explain the advantages of E-business in supply chain management.
3. What is third party logistics?

Part – B (1 x 15 = 15 Marks)

Answer any one question.

4. Discuss the importance of expanding the scope of strategic fit across the supply chain.
5. Discuss the role of information technology in managing the supply chain of an organized retailer.



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SPOT ASSIGNMENT

**COURSE –MBA LOGISTICS
MANAGEMENT II YEAR**

COURSE CODE

CALENDAR YEAR

**LOGISTICS INFORMATION
SYSTEM**

MSPT-102

AY 2017-2018

Time: 1 Hour

Total Marks: 25

Part – A (2 x 5 = 10 Marks)

Answer any two questions. Each question carries equal marks.

1. What are the roles of Information systems?
2. List the different kinds of information system.
3. Explain the MIS and its uses and components.

Part – B (1 x 15 = 15 Marks)

Answer any one question.

1. Write a note on Logistics Information System and explain the information needs of logistics ecosystem.
2. Define a system. How do you explain the phases of system development life cycle?



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**COURSE –MBA LOGISTICS
MANAGEMENT II YEAR**

COURSE CODE

CALENDAR YEAR

**CUSTOMER RELATIONSHIP
MANAGEMENT**

MSPT-103

AY 2017-2018

Time: 1 Hour

Total Marks: 25

Part – A (2 x 5 = 10 Marks)

Answer any two questions. Each question carries equal marks.

1. How do you measure the customer satisfaction?
2. Explain various important objectives of computer telephony integration.
3. Explain the concepts of commercial analytical tools.

Part – B (1 x 15 = 15 Marks)

Answer any one question.

1. Define CRM. Describe various types of CRM and its features.
2. Critically evaluate how monitoring and assessment of E- CRM is beneficial for the organization.



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**COURSE –MBA LOGISTICS
MANAGEMENT II YEAR**

COURSE CODE

CALENDAR YEAR

**WAREHOUSING AND
CONTRACT LOGISTICS
MANAGEMENT**

MSPT-104

AY 2017-2018

Time: 1 Hour

Total Marks: 25

Part – A (2 x 5 = 10 Marks)

Answer any two questions. Each question carries equal marks.

1. What is material management? and list its objectives.
2. Explain Pre-Cooling of container.
3. List the types of pricing models in contract logistics.

Part – B (1 x 15 = 15 Marks)

Answer any one question.

1. Discuss about Centralized and Decentralized warehouses.
2. Explain the various techniques of inventory management.



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ASSIGNMENT

**COURSE – MBA II YEAR
MULTIMODAL TRANSPORT
OPERATIONS**

**COURSE CODE
MSPT 105**

**BATCH
AY 2017-18**

Max. Marks: 25

Part – A (2 x 5 = 10 Marks)

Answer any two questions. Each question carries equal marks.

1. What is the basis of liability of multimodal transport operator?
2. Explain the Intermodal Transport Systems
3. Explain Containerization

Part – B (1 x 15 = 15 Marks)

Answer any one question.

4. Write short notes on
 - a. International Standards Organization (ISO)
 - b. TQM
 - c. Business Process Reengineering (BPR)
5. Write short notes on
 - a) Rotterdam Rules
 - b) UNCTAD/ICC Rules for Multimodal Transport Documents



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COURSE – MBA II YEAR

COURSE CODE

BATCH

**RETAIL LOGISTICS
MANAGEMENT**

MSPT 106

AY 2017-18

Max. Marks: 25

Part – A (2 x 5 = 10 Marks)

Answer any two questions. Each question carries equal marks.

1. Brief about Retail Logistics and Supply Chain Transformation
2. What are the purposes of logistical packaging?
3. What are the constraints of Enterprise Resource Planning?

Part – B (1 x 15 = 15 Marks)

Answer any one question.

4. Explain the differences on distribution culture in international markets
5. What are the types of Returnable packaging solutions? Explain facet of packaging in retail logistics