APRIL 2026 **72287/350E6D**

Time : Three hours Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer any TEN questions in about 30 words each.

1. Define Logistics.

2. Define Inbound Logistics.

3. Define Procurement.

4. Define Customer Retention.

5. What is Supply chain management'?

6. Expand EXIM.

7. Define the term cross docking in global logistics.

8. What is 4PL in logistics?

9. What is Custom Clearance?

10. What is Warehousing?

11. Who is a Consignee?

12. How does AI support logistics?

SECTION B — ($5 \times 5 = 25$ marks)

Answer any FIVE questions in about 200 words each.

13. Describe the concept of logistics management.

14. Describe the benefits of logistics.

15. Explain the significance of customer services in logistics.

16. Discuss the benefits of logistics outsourcing.

17. Highlight the various modes of transportation in global logistics.

18. Define express logistics and discuss the key features of express logistics services.

19. Discuss the role of technology in improving logistics operations.

SECTION C — ($3 \times 10 = 30$ marks)

Answer any THREE questions in about 500 words each.

20. Differentiate between logistics and supply chain management. Explain the interrelationship between them.

21. Evaluate the technology can enhance customer service in logistics.

22. Describe the challenges faced in EXIM logistics and how they can be addressed.

23. Elaborate the different types of transportation used in logistics and discuss their characteristics.

24. Elaborate how logistics systems can be utilized to support time based competition and discuss the benefits and challenges associated with implementing such systems.

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