

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**BBA DEGREE EXAMINATION DECEMBER 2025
(Second Semester)**

Branch – BUSINESS ADMINISTRATION (LOGISTICS)

FUNDAMENTALS OF LOGISTICS

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer **ALL** questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Logistics Managers are professionals whose job is to make sure that their company's a) supply chain works well and efficiently b) supply chain doesn't works properly c) both a and b d) None	K1	CO1
	2	As a logistics worker, you ensure that goods and materials get where they need a) to go and are stored b) to be destroyed c) set to fire d) None of the above.	K2	CO1
2	3	Customer Care Representative are the contact points between the a) brand and the customer b) customer to customer c) customer alone d) None of the above.	K1	CO2
	4	Earning customer loyalty is the ultimate reward for a a) business b) thief c) both a and b d) None of the above.	K2	CO2
3	5	CEO of Global logistics properties is a) Ming Z.MeI b) Sumo c) Kung-fu d) None of the above.	K1	CO3
	6	Maersk is a a) Danish shipping company b) Maldives shipping company c) both a and b d) none of the above.	K2	CO3
4	7	Road Freight is not suitable for a) trans-global transportation b) Road ways transportation c) both a and b d) none of the above.	K1	CO4
	8	Air freight is the go-to choice for a) speedy delivery b) slow delivery c) not to deliver d) none of the above.	K2	CO4
5	9	Chief Executive of EXIM in the tenure 2017-2021 is a) Shri.David Rasquinha b) Raghu raman c) Sampath iyer d) none of the above.	K1	CO5
	10	Liquid logistics is a special category of logistics that relates to a) liquid products b) solid products c) both a and b d) none of the above.	K2	CO5

Cont ...

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO	
1	11.a.	Illustrate the Future of logistics.	K2	CO1	
	(OR)				
	11.b.	Show the major components of Logistics Management	K2		
2	12.a.	Construct the benefits of Logistics Outsourcing	K3	CO2	
	(OR)				
	12.b.	Recall the phases in Customer Service	K2		
3	13.a.	Identify the need and importance of Globalization	K3	CO3	
	(OR)				
	13.b.	Develop the 5 key components of integrated Logistics System.	K3		
4	14.a.	Evaluate the general principles in the Courier Services?	K5	CO4	
	(OR)				
	14.b.	Explain the procedure for Import and Export of Gems and Jewellery in the Courier Sector.			
5	15.a.	Examine the Cold Chain concept in Logistics?	K4	CO5	
	(OR)				
	15.b.	Examine the benefits of Multimodal Transportation.			

SECTION - C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Examine the History of Logistics Sector?	K4	CO1
2	17	Analyse the ways to retain customers in the Logistics Industry?	K4	CO2
3	18	Appraise the Supply Chain concept in Global Logistics?	K5	CO3
4	19	Criticise the step by step guide on how to book Courier Services from Porter?	K5	CO4
5	20	Discover the various Cold Chain Logistics and explain them?	K4	CO5

Z-Z-Z

END