

**MAHATMA GANDHI UNIVERSITY
KOTTAYAM**



**B.VOC. DEGREE PROGRAMME
IN
LOGISTICS MANAGEMENT
SCHEME AND SYLLABUS
(2019 ADMISSION ONWARDS)**

**REGULATION AND SCHEME FOR B.VOC. PROGRAMME UNDER
MAHATMA GANDHI UNIVERSITY**

(2019 admissions onwards)

We are facing unprecedented challenges – Skill and knowledge, the driving forces of economic growth and social development for any country. Presently, the country faces a demand – supply mismatch, as the economy needs more ‘skilled’ workforce than that is available. In the higher education sphere, knowledge and skills are required for diverse forms of employment in the sector of education, health care manufacturing and other services. Potentially, the target group for skill development comprises all those in the labour force, including those entering the labour market for the first time, those employed in the organized sector and also those working in the unorganized sector. Government of India, taking note of the requirement for skill development among students launched National Vocational Education Qualification Framework (NVEQF) which was later on assimilated into National Skills Qualifications Framework (NSQF). Various Sector Skill Councils (SSCs) are developing Qualification Packs (QPs), National Occupational Standards (NOSs) and assessment mechanisms in their respective domains, in alignment with the needs of the industry.

The University Grants Commission (UGC) has launched a scheme on skills development based higher education as a part of college/university education, leading to Bachelor of Vocation (B.Voc.) Degree with multiple exits such as Diploma/Advanced Diploma under the NSQF (National skill Qualifications framework). The B.Voc. programme is focused on universities and colleges providing undergraduate studies which would also incorporate specific job roles along with broad based general education. This would enable the graduates completing B.Voc. to make a meaningful participation in accelerating India’s economy by gaining appropriate employment, becoming entrepreneurs and creating appropriate knowledge. The proposed vocational programme will be a judicious mix of skills, professional education related to concerned vocation and also appropriate content of general education.

The **Mahatma Gandhi University** gave a strong momentum to the initiatives of UGC-NSQF in the very beginning itself. This University provides opportunities to its affiliating colleges since Academic Year 2014-15 to start skill based vocational Graduate programmes strictly under the guidelines of UGC and NSQF.

1. TITLE

These regulations shall be called “**MAHATMA GANDHI UNIVERSITY REGULATIONS FOR B.VOC PROGRAMME 2019**”.

2. SCOPE

Applicable to all regular B.Voc Programme conducted by the University with effect from 2018 admissions onwards, except for B.Voc. Programmes, having scheme and syllabus already approved by MGU under 2014 regulation and scheme.

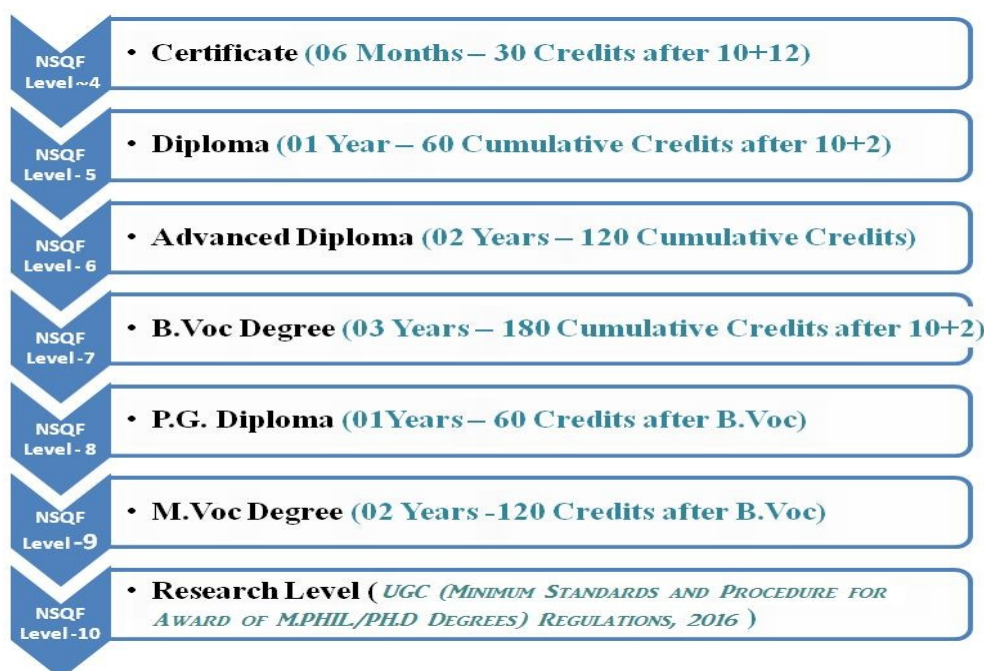
During the academic year 2019-20 admission onwards, all regular B.Voc Programme in affiliating colleges under MG University should strictly follow *Mahatma Gandhi University Regulations For B.Voc Programme 2018*.

3. ELIGIBILITY FOR ADMISSION AND RESERVATION OF SEATS

Eligibility for admissions and reservation of seats for various Undergraduate Programmes shall be according to the rules framed by the University and UGC in this regard, from time to time.

4. Type of Courses and Awards:

There will be full time credit-based modular programmes, wherein banking of credits for skill and general education components shall be permitted so as to enable multiple exit and entry.



The multiple entry and exit enables the learner to seek employment after any level of Award and join back as and when feasible to upgrade qualifications / skill competencies either to move higher in the job profile or in the higher educational system. This will also provide the learner an opportunity for vertical mobility to second year of B.Voc degree programme after one year diploma and to third year of B.Voc degree programme after a two year advanced diploma. The students may further move to Masters and Research degree programmes mapped at NSQF Level 8 – 10.

5. Curricula and Credit System for Skill Based Courses

In order to make education more relevant and to create ‘industry fit’ skilled workforce, the institutions recognized under B.Voc Degree programme offering skill based courses will have to be in constant dialogue with the industry and respective Sector Skill Councils (SSC’s) so that they remain updated on the requirements of the workforce for the local economy. These institutions should also preserve and promote the cultural heritage of the region, be it art, craft, handicraft, music, architecture or any such thing, through appropriately designed curriculum leading to gainful employment including self-employment and entrepreneurship development.

The curriculum in each of the semester/years of the programme(s) will be a suitable mix of general education and skill development components. The General Education Component shall have 40% of the total credits and balance 60% credits shall be of Skill Component.

The institution(s) shall prepare draft curriculum as per the UGC guidelines for Curricular Aspects Assessment Criteria and Credit System for Skill based Vocational Courses and place it for vetting by the UGC Advisory Committee constituted under these guidelines.

The Curriculum shall be finally approved by the Board of Studies (BoS) and Academic Council of the University / Autonomous College. The Universities where BoS for Vocational subjects has not yet been constituted, the curriculum may be considered by the BoS in allied subject area or an ad-hoc BoS may be constituted till the time regular BoS is notified in the university. The BoS should consider the programme wise curriculum based QP

for skill component and relevant general education subjects *i.e.* the curricula for programmes in one broad subject area may vary from institution to institution in case the different progressive QPs are mapped with the programmes being offered. The choice of different progressive Job roles for a course may also be enabled under CBCS.

6. Structure of the Programme

6.1 Skill Development Components - 60% Weightage

6.2 General Education Component - 40% Weightage

The B.Voc Programme should comprise 60% Skill Development Components (60% of total Credit) and 40% General Education Component (40% total Credit) as per guidelines of UGC and NSQF.

As an illustration, awards shall be given at each stage as per Table 1 below for cumulative credits awarded to the learners in skill based vocational courses.

Table 1

NSQF Level	Skill Component Credits	General Education Credits	Total Credits for Award	Normal Duration	Exit Points / Awards
7	108	72	180	Six Semesters	B.Voc Degree
6	72	48	120	Four semesters	Advanced Diploma
5	36	24	60	Two semesters	Diploma
4	18	12	30	One semester	Certificate

7. SCHEME AND SYLLABUS

7.1. B.Voc Programme should include (a) General Education Component, (b) Skill Education Component

- 7.2. The B.Voc Programme should follow the Credit and Semester System of MGU.
- 7.3. A separate minimum of 30% marks each for internal and external (for both theory and AOC) and aggregate minimum of 40% are required for a pass for a course. For a pass in a programme, **Grade P** is required for all the individual courses. If a candidate secures **F Grade** for any one of the courses offered in a Semester/Programme, **only F grade** will be awarded for that Semester/Programme until he/she improves this to **P Grade** or above within the permitted period.

8. Assessment and Evaluation by MG University.

General Education Components and Skill Development Components shall be assessed and evaluated by MG University as per University Norms and UGC-NSQF guidelines.

9. Assessment and Certification by Sector Skill Council (SSC)

The affiliated colleges should make necessary arrangements for the simultaneous assessments and certification of Skill Development Component by aligned SSC having the approval of National Skill Development Corporation of India (NSDC).

10. EXAMINATIONS

9.1 The evaluation of each paper shall contain two parts:

- (i) Internal or In-Semester Assessment (ISA)
- (ii) External or End-Semester Assessment (ESA)

9.2. The internal to external assessment ratio shall be 1:4.

Both internal and external marks are to be rounded to the next integer.

All the courses (theory & AOC), grades are given **on a 7-point scale** based on the total percentage of marks, **(ISA+ESA)** as given below:-

Percentage of Marks	Grade	Grade Point
95 and above	O (Outstanding)	10
90 to below 95	A+ (Excellent)	9
80 to below 90	A (Very Good)	8
70 to below 80	B+ (Good)	7
60 to below 70	B (Above Average)	6
50 to below 60	C (Average)	5
40 to below 50	P (Pass)	4
Below 40	F(Fail)	0
	Ab (Absent)	0

10. CREDIT POINT AND CREDIT POINT AVERAGE

Credit Point (CP) of a paper is calculated using the formula:-

$CP = C \times GP$, where C is the Credit and GP is the Grade point

Semester Grade Point Average (SGPA) of a Semester is calculated using the formula:- $SGPA = TCP/TC$, where TCP is the Total Credit Point of that semester.

Cumulative Grade Point Average (CGPA) is calculated using the formula:- $CGPA = TCP/TC$, where TCP is the Total Credit Point of that programme.

Grade Point Average (GPA) of different category of courses viz. Common Course I, Common Course II, Complementary Course I, Complementary Course II, Vocational course, Core Course is calculated using the formula:-

$GPA = TCP/TC$, where TCP is the Total Credit Point of a category of course. TC is the total credit of that category of course

Grades for the different courses, semesters and overall programme are given based on the corresponding CPA as shown below:

GPA	Grade	
9.5 and above	O	Outstanding
9 to below 9.5	A+	Excellent
8 to below 9	A	Very Good
7 to below 8	B+	Good
6 to below 7	B	Above Average
5 to below 6	C	Average
4 to below 5	P	Pass
Below 4	F	Failure

11. MARKS DISTRIBUTION FOR EXTERNAL AND INTERNAL EVALUATIONS

The external theory examination of all semesters shall be conducted by the University at the end of each semester. Internal evaluation is to be done by continuous assessment. For all courses total marks of external examination is 80 and total marks of internal evaluation is 20. Marks distribution for external and internal assessments and the components for internal evaluation with their marks are shown below:

For all Theory Courses

Marks of external Examination : 80

Marks of internal evaluation : 20

Components of Internal Evaluation – Theory	Marks
Attendance	5
Assignment /Seminar/Viva	5
Test paper(s) (1 or2) (1×10 =10; 2×5=10)	10
Total	20

For all AOC Courses total marks for external evaluation is 80 and total marks for internal evaluation is 20.

For all AOC Courses

- a) **Marks of external Examination : 80**
b) **Marks of internal evaluation : 20**

Components of Internal Evaluation – AOC	Marks
Attendance	5
Record	5
Skill Test	5
Lab Performance / Punctuality	5
Total	20

Marks awarded for Record should be related to number of experiments recorded and duly signed by the teacher concerned in charge. All three components of internal assessments are mandatory.

11.1 PROJECT EVALUATION

a) **Marks of external Examination : 80**

b) **Marks of internal evaluation : 20**

Components of Internal Evaluation	Marks
Punctuality	5
Experimentation/Data Collection	5
Skill Acquired	5
Report	5
Total	20

*Marks for dissertation may include study tour report if proposed in the syllabus.

Components of External Evaluation	Marks
Dissertation (External)	50
Viva-Voce (External)	30
Total	80

(Decimals are to be rounded to the next higher whole number)

11.2 INTERNSHIP

After the completion of every even semester, the student will undergo a minimum of two weeks Internship Programme in an Industry, having a good exposure in the concerned skill (Established at least two years prior), capable of

delivering the skill sets to the students. At the end of the Internship, the students should prepare a comprehensive report.

11.3 Attendance Evaluation for all papers

Attendance Percentage	Marks
Less than 75 %	1 Mark
75 % & less than 80%	2 Marks
80% & less than 85%	3 Marks
85% & less than 90%	4 Marks
90% & above	5 Marks

(Decimals are to be rounded to the next higher whole number)

11.4 ASSIGNMENTS

Assignments are to be done from 1st to 4th Semesters. At least one assignment per course per semester should be submitted for evaluation.

11.5 INTERNAL ASSESSMENT TEST PAPERS

Two test papers are to be conducted in each semester for each course. The evaluations of all components are to be published and are to be acknowledged by the candidates. All documents of internal assessments are to be kept in the college for one year and shall be made available for verification by the University. The responsibility of evaluating the internal assessment is vested on the teacher(s), who teach the course.

11.6 GRIEVANCE REDRESSAL MECHANISM

Internal assessment shall not be used as a tool for personal or other type of vengeance. A student has all rights to know, how the teacher arrived at the marks. In order to address the grievance of students, a three-level Grievance Redressal mechanism is envisaged. A student can approach the upper level only if grievance is not addressed at the lower level.

Level 1: Department Level:

The Department cell chaired by the HOD, Department Coordinator, Faculty Advisor and Teacher in-charge as members.

Level 2: College level

A committee with the Principal as Chairman, College Coordinator, HOD of concerned Department and Department Coordinator as members.

Level 3: University Level

A Committee constituted by the Vice-Chancellor as Chairman, Pro-Vice-Chancellor, Convener - Syndicate Standing Committee on Students Discipline and Welfare, Chairman-Board of Examinations as members and the Controller of Examination as member-secretary.

The College Council shall nominate a Senior Teacher as coordinator of internal evaluations. This coordinator shall make arrangements for giving awareness of the internal evaluation components to students immediately after commencement of first semester

The internal evaluation marks/grades in the prescribed format should reach the University before the 4th week of October and March in every academic year.

11.7 EXTERNAL EXAMINATION

The external examination of all semesters shall be conducted by the University at the end of each semester.

- Students having a minimum of 75% average attendance for all the courses only can register for the examination. Condonation of shortage of attendance to a maximum of 10 days in a semester subject to a maximum of 2 times during the whole period of the programme may be granted by the University on valid grounds.

This condonation shall not be counted for internal assessment. Benefit of attendance may be granted to students attending University/College union/Co-curricular activities by treating them as present for the days of absence, on production of participation/attendance certificates, within one week, from competent authorities and endorsed by the Head of the institution. This is limited to a maximum of 10 days per semester and this benefit shall be considered for internal assessment also. Those students who are not eligible even with condonation of shortage of attendance shall repeat the **semester** along with the next batch after obtaining readmission.

- Benefit of attendance may be granted to students attending University/College union/Co-curricular activities by treating them as present for the days of absence, on production of participation/attendance certificates, within one week, from competent authorities and endorsed by the Head of the institution. This is limited to a maximum of 10 days per semester and this benefit shall be considered for internal assessment also.

- Those students who are not eligible even with condonation of shortage of attendance shall repeat the course along with the next batch.

- There will be no supplementary exams. For reappearance/improvement, the students can appear along with the next batch.

- Student who registers his/her name for the external exam for a semester will be eligible for promotion to the next semester.

- A student who has completed the entire curriculum requirement, but could not register for the Semester examination can register notionally, for getting eligibility for promotion to the next semester.

- A candidate who has not secured minimum marks/credits in internal examinations can re-do the same registering along with the University examination for the same semester, subsequently.

12. PATTERN OF QUESTIONS

Questions shall be set to assess knowledge acquired, standard and application of knowledge, application of knowledge in new situations, critical evaluation of knowledge and the ability to synthesize knowledge. The question setter shall ensure that questions covering all skills are set. She/he shall also submit a detailed scheme of evaluation along with the question paper. A question paper shall be a judicious mix of short answer type, short essay type /problem solving type and long essay type questions.

12.1 Pattern of questions for External examination – Theory paper

Question Type	Total no. of questions	Number of questions to be answered	Marks of each question	Total marks
Very short answer type	12	10	2	20
Short answer (Not to exceed 60 words)	9	6	5	30
Long essay	4	2	15	30
TOTAL	25	18		80

12.2 Pattern of questions for external examination –AOC

Question Type	Total no. of questions	Number of questions to be answered	Marks of each question	Total marks
Theory Assessment- Short Answer Type	8	5	4	20
Skill Assessment- Practical	1	1	60	60
TOTAL	9	6		80

12.3 Mark division for external AOC/ LAB examination

Record	Theory/ Procedure/ Design	Activity/ Neatness	Result	Viva	Total
10	10	20	10	10	60

13. RANK CERTIFICATE

The University publishes rank list of top 10 candidates for each programme after the publication of 6th semester results. Rank certificate shall be issued to candidates who secure positions from 1st to 3rd in the rank list. Candidates who secure positions from fourth to tenth in the rank list shall be issued position certificate indicating their position in the rank list.

Candidates shall be ranked in the order of merit based on the CGPA scored by them. Grace marks awarded to the students should not be counted fixing the rank/position. Rank certificate and position certificate shall be signed by the Controller of Examinations.

14. Mark cum Grade Card

The University shall issue to the students grade/marks card (by online) on completion of each semester, which shall contain the following information:

- Name of University
- Name of the College
- Title & Model of the B. VOC Programme
- Semester concerned
- Name and Register Number of student
- Code, Title, Credits and Max. Marks (Int, Ext & Total) of each course opted in the semester
- Internal marks, External marks, total marks, Grade, Grade point

(G) and Credit point in each course in the semester

- Institutional average of the Internal Exam and University Average of the External Exam in each course.
- The total credits, total marks (Max & Awarded) and total credit points in the semester (corrected to two decimal places)
- Semester Credit Point Average (SCPA) and corresponding Grade
- Cumulative Credit Point Average (CCPA)

The final Grade/mark Card issued at the end of the final semester shall contain the details of all courses taken during the entire programme and shall include the final grade/marks scored by the candidate from 1st to 5th semester, and overall grade/marks for the total programme.

15. READMISSION

Readmission will be allowed as per the prevailing rules and regulations of the university. There shall be **3 level monitoring** committees for the successful conduct of the scheme. They are:

1. Department Level Monitoring Committee (DLMC), comprising HOD and two senior-most teachers as members.
2. College Level Monitoring Committee (CLMC), comprising Principal, Dept. – Co- Ordinator and A.O/Superintendent as members.
3. University Level Monitoring Committee (ULMC), headed by the Vice – Chancellor and Pro–Vice – Chancellor , Convenors of Syndicate subcommittees on Examination, Academic Affairs and Staff and Registrar as members and the Controller of Examinations as member-secretary.

16. TRANSITORY PROVISION

Notwithstanding anything contained in these regulations, the Vice Chancellor shall, for a period of one year from the date of coming into force of these regulations shall be applied to any programme with such modifications as may be necessary.

SCHEME AND SYLLABUS FOR B.VOC LOGISTICS MANAGEMENT

The University Grants Commission (UGC) has launched a scheme on skills development based higher education as part of college/university education, leading to Bachelor of Vocation (B.Voc.) Degree with multiple exits such as Diploma/Advanced Diploma under the NSQF (National skill Qualifications framework). The B.Voc. The programme is focused on universities and colleges providing undergraduate studies which would also incorporate specific job roles along with broad based general education. This would enable the graduates completing B.Voc. to make a meaningful participation in accelerating India's economy by gaining appropriate employment, becoming entrepreneurs and creating appropriate knowledge.

The proposed vocational programme in logistics Management will be a judicious mix of skills, professional education related to Computerised Accounting, Entrepreneurship development and also appropriate content of general education. It is designed with the objective of equipping the students to cope with the emerging trends and challenges in the field of logistics management.

OBJECTIVE

- To provide judicious mix of skills relating to a profession and appropriate content of general education.
- To ensure that the students have adequate knowledge and skills, so that they are work ready at each exit point of the programme.
- To provide flexibility to students by means of pre-defined entry and multiple exit points.
- To integrate NSQF within the undergraduate level of higher education in order to enhance employability of the graduates and meet industry requirements. Such graduates apart from meeting the needs of local and national industry are also expected to be equipped to become part of the global workforce.
- To provide vertical mobility to students coming out of:
 - 10+2 with vocational subjects

- Community Colleges.

ELIGIBILITY FOR ADMISSION AND RESERVATION OF SEATS

The eligibility condition for admission to B.vocprogramme shall be 10+2 or equivalent, in any stream. Eligibility of admission, Norms for admission, reservation of seats for various B.VocProgrammes shall be according to the rules framed by the University from time to time.

A pass in Plus Two or equivalent examination or an examination recognized as equivalent thereto by this University.

CURRICULUM

The curriculum in each of the years of the programme would be a suitable mix of general education and skill development components.

ELIGIBILITY FOR HIGHER STUDIES

Those who pass B.Voc (logistics Management) Degree are eligible for admission to higher studies. While applying for higher studies, B. Voc (Logistics Management) is considered equivalent to BBA and BCom logistics Management of M.G. University.

PROGRAMME STRUCTURE

The B.Voc Logistics Management shall include:

- ❖ General Education Components
- ❖ Skill Components
- ❖ Project
- ❖ Internship
- ❖ Industrial Training
- ❖ Familiarisation Trips
- ❖ Soft Skills and Personality Development Programmes

CREDIT CALCULATION

The following formula is used for conversion of time into credit hours.

- ❖ One Credit would mean equivalent of 15 periods of 60 minutes each, for theory, workshops/labs and tutorials;
- ❖ For internship/field work, the credit weightage for equivalent hours shall be 50% of that for lectures/workshops;

COURSE STRUCTURE

NSQF Level	Skill Component Credits	General Education Credits	Normal calendar duration	Exit Points / Awards
Level 7	36	24	Six Semesters	B.Voc.
Level 6	36	24	Four semesters	Advanced Diploma
Level 5	18	12	Two semesters	Diploma
Level 4	18	12	One Semester	Certificate
TOTAL	108	72		

As per the UGC guidelines, there are multiple exit point for a candidate admitted in this course. If he/she is completing all the six semesters successfully, he/she will get B. Voc degree in Logistics Management. If he/she is completing the first four semesters successfully, he/she will get an advanced diploma in logistics Management. If he/she is completing the first two semesters he/she will get a diploma in logistics Management. B Voc Degree holder is expected to acquire the skills needed for an logistics Manager, Inventory/ Materials Manager, Warehouse Manager, EXIM- Manager, Ecommerce Operations Manager, Tank Farm Manager, Cargo Manager.

PROGRAMME STRUCTURE

Semester 1

Course Code	Course Title	General/Skill	Hours per week	Credits
BOCG101	Listening and Speaking Skills in English (T)	GC	4	4
BOCG102	IT for Business (AOC)	GC	3	4
BOCC111	Business Mathematics	GC	3	4
BOCC112	Introduction to logistics Management	SC	5	6
BOCC113	Fundamentals of Accounting	SC	5	6
BOCC114	General Informatics -I (AOC)	SC	5	6

Semester 2

Course Code	Course Title	General/Skill	Hours per week	Credits
BOCG201	Writing and presentation skills in English (T)	GC	4	4
BOCC211	Domestic Logistics Management	GC	4	4
BOCC212	Business Communication	GC	5	4
BOCC213	Warehouse Management	SC	6	6
BOCC214	Computerised Accounting (AOC)	SC	6	6
BOCC215	Internship- I	SC		6

Semester 3

Course Code	Course Title	General/Skill	Hours per week	Credits
BOCG301	Principles of Management (T)	GC	4	4
BOCC311	Business Statistics	GC	3	4
BOCC312	Principles of Logistics Information Systems	GC	3	4
BOCC313	Inventory Management	SC	5	6
BOCC314	Shipping and Ocean Freight Logistics Management	SC	5	6
BOCC315	General Informatics –II (AOC)	SC	5	6

Semester 4

Course Code	Course Title	General/Skill	Hours per week	Credits
BOCG401	Soft Skills & Personality Development (T)	GC	4	4
BOCC411	Supply Chain Management	GC	4	4
BOCC412	International Logistics Management	GC	5	4
BOCC413	Export and Import – Policies & Procedures	SC	6	6
BOCC414	Air Cargo Logistics Management	SC	6	6
BOCC415	Internship with project II	SC		6

Semester 5

Course Code	Course Title	General /Skill	Hours per week	Credits
BOCG501	Environmental Studies (T)	GC	4	4
BOCC511	Enterprise Resource Planning	GC	3	4
BOCC512	Business Ethics and Global Business Management	GC	3	4
BOCC513	Human Resource Management	SC	5	6
BOCC514	Marketing Management	SC	5	6
BOCC515	ERP (AOC)	SC	5	6

Semester 6

Course Code	Course Title	General/Skill	Hours per week	Credits
BOCG601	Entrepreneurship Development	GC	4	4
BOCC611	Retail Management	GC	4	4
BOCC612	Operations Management	GC	5	4
BOCC613	Transportation and Distribution Management	SC	6	6
BOCC614	Financial Management	SC	6	6
BOCC615	Internship with Project III	SC		6

B. VOC IN LOGISTICS MANAGEMENT

DETAILED SYLLABUS

SEMESTER I

General paper 1

BOCG101: LISTENING AND SPEAKING SKILLS IN ENGLISH

MODULE – I

Speech Sounds: Phonemic symbols – Vowels – Consonants – Syllables – Word stress – Stress in polysyllabic words – Stress in words used as different parts of speech – Sentence stress – Weak forms and strong forms – Intonation

Sample activities:

- 1- Practice reading aloud. Use a variety of texts including short stories, advertisement matter, brochures, etc*
- 2- Read out a passage and ask the students to identify the stressed and unstressed syllables.*

MODULE – II

Basic Grammar: Articles - Nouns and prepositions - Subject-verb agreement - Phrasal verbs - Modals - Tenses - Conditionals – Prefixes and suffixes – Prepositions -Adverbs – Relative pronouns - Passives - Conjunctions - Embedded questions - Punctuation –Abbreviations-concord- collocations-phrasal verbs- idiomatic phrases

Sample activities:

- 1- Ask students to write a story/report/brochure, paying attention to the grammar.*

MODULE – III

Listening: Active listening – Barriers to listening – Listening and note taking – Listening to announcements – Listening to news on the radio and television.

Sample activities:

- 1- Information gap activities (e.g. listen to a song and fill in the blanks in the lyrics given on a sheet)*
- 2- Listen to BBC news/ a play (without visuals) and ask the students to report what they heard.*

MODULE– IV

Speaking- Fluency and pace of delivery – Art of small talk – Participating in conversations – Making a short formal speech – Describing people, place, events and things – Group discussion skills, interview skills and telephone skills.

Sample activities:

- 1- Conduct group discussion on issues on contemporary relevance.
- 2- Ask students to go around the campus and talk to people in the canteen, labs, other departments etc. and make new acquaintances.
- 3- Conduct mock interviews in class.
- 4- Record real telephone conversations between students and ask them to listen to the recordings and make the corrections, if any are required.

MODULE – V

Reading: Theory and Practice – Scanning – Surveying a textbook using an index – reading with a purpose – Making predictions – Understanding text structure – Locating main points – Making inferences – Reading graphics – Reading critically – Reading for research.

Books for Reference:

- 1- V.Sasikumar, P KiranmaiDutt and GeethaRajeevan, *.Communication Skills in English*.Cambridge University Press and Mahatma Gandhi University.
- 2- Marilyn Anderson, Pramod K Nayar and Madhucchandra Sen. *Critical Thinking, Academic Writing and Presentation Skills*. Pearson Education and Mahatma Gandhi University.

For Further Activities

1. *A Course in Listening and Speaking I & II*, Sasikumar, V.,KiranmaiDutt and Geetha Rajeevan, New Delhi: CUP, 2007
2. *Study Listening: A Course in Listening to Lectures and Note-taking* Tony Lynch New Delhi: CUP,2007.
3. *Study Speaking: A Course in Spoken English for Academic Purposes*. Anderson, Kenneth, Joan New Delhi: OUP, 2008

SEMESTER I

BOCG102: IT FOR BUSINESS

Module – I

Introduction to Information Technology: Information and Communication Technology (ICT), Information systems E-World - Computer Architecture: Input Hardware - Processing & Memory Hardware, Storage Hardware, Output Hardware, Communication Hardware - Concept of operating system - Understanding your computer customization configuring screen, mouse, printer.

Module – II

Word Processing Package: Introduction - Features - Word User Interface Elements; Creating new Documents; Basic Editing, Saving a Document; Printing a Document; Print Preview, Page Orientation - Viewing Documents; Setting tabs - Page Margins; Indents; Ruler, Formatting Techniques; Font Formatting, Paragraph Formatting; Page Setup; Headers & Footers; Bullets and Numbered List; Borders and Shading; Find and Replace; Page Break & Page Numbers; Mail Merging-Spelling and Grammar Checking; Tables; Formatting Tables;

Module – III

Spreadsheet Package: Introduction, Excel User Interface, Working with cell and cell addresses, Selecting a Range, Moving, Cutting, Copying with Paste, Inserting and Deleting cells, Freezing cells, Adding, Deleting and Copying Worksheet within a workbook, Renaming a Worksheet. Cell Formatting Options, Formatting fonts, Aligning, Wrapping and Rotating text, Using Borders, Boxes and Colors, Centering a heading, Changing row/column height/width, Formatting a Worksheet Automatically, Insert Comments, Clear contents in a cell. Using print Preview, Margin and Orientation, Centering a Worksheet, Using header and footer.

Module – IV

Advanced Features of Spreadsheet Package: All Functions in Excel, Using Logical Functions, Statistical functions, Mathematical etc. Elements of Excel Charts, Categories, Create a Chart, Choosing chart type, Edit chart axis - Titles, Labels, Data series and legend, Adding a text box, Rotate text in a chart, Saving a chart.

Module – V

Presentation Package: Ms-PowerPoint: Advantages of Presentation Screen layout creating presentation inserting slides adding sounds & videos-formatting slides -slide layout views in presentation -slide transition Custom animation Managing slide shows - using pen Setting slide intervals

Books for Reference:

1. Antony Thomas. Information Technology for Office. Pratibha Publications
Gini Courter & Annette Marquis. Ms-Office 2007: BPBPublication

SEMESTER I

BOCC111: BUSINESS MATHEMATICS

MODULE – I

Set theory: Modern theory in mathematics - Definition, elements and types of sets - Operations on sets and Cartesian product of two sets.

MODULE – II

Algebra-1: Number system - Natural numbers, prime numbers, integers, rational and irrational numbers, Ratio, proportion and variation.

Sequences - Arithmetic progression, nth term and sum to n terms of A.P - Geometric progression, nth term, sum to n terms and sum to infinity of G.P - Harmonic progression, nth term of H.P.

MODULE – III

Algebra-2: Permutations and combinations – Logarithm - Compound interest, depreciation and annuities.

MODULE – IV

Matrices: Matrices, Matrix operations, Determinant of a square matrix (expansions only) and Rank of a matrix.

MODULE – V

System of Linear Equations: Inverse of square matrix (problems only), Solution of system of linear equations using matrices.

Books for Reference:

AS.Saha. Business Mathematics

D.C. Sanchet & V.K Kapoor. Business Mathematics. Sultan Chand & Sons.

SEMESTER I

BOCC112: INTRODUCTION TO LOGISTICS MANAGEMENT

Module – I

Logistics: Definition - History and Evolution – Objectives – Elements - activities importance - The work of logistics - Logistics interface with marketing - Retail logistics.

Module – II

Logistics Management: Definition - Evolution of the concept - model – process - activities. Achievement of competitive advantage through logistics Framework - Role of Logistics management - Integrated Logistics Management.

Module – III

Logistics Strategy: Strategic role of logistics – Definition - Role of logistics managers in strategic decisions - Strategy options, Lean strategy, Agile Strategies & Other strategies - Designing & implementing logistical strategy - Emerging concept in logistics.

Module – IV

Outsourcing Logistics: Reasons - Third party logistics provider - Fourth party Logistics providers (4PL) –Stages - Role of logistics providers.

Module – V

Quality Customer Service & Integrated Logistics: Customer service - importance elements - the order cycle system - distribution channels - Functions performed - Types designing.

Books for Reference:

1. David J. Bloomberg, Stephen LeMay & : Logistics, Prentice-Hall of India Pvt Joe B. Hanna Ltd., New Delhi, 2003.

2. Donald J. Bowersox & David J. Closs : Logistical Management, Tata McGraw Hill Publishing Co. Ltd, New Delhi, 2004
3. Satish C. Ailawadi & Rakesh Singh : Logistics Management, Prentice-Hall of India Pvt Ltd., New Delhi, 2005
4. Donald Waters : Logistics. Palgrave Macmillan, New York, 2004
5. Krishnaveni Muthiah : Logistics Management & World Sea borne Trade, Himalaya Publishing House, Mumbai, 1999

SEMESTER I

BOCC113: FUNDAMENTALS OF ACCOUNTING

Module – I

Introduction of Accounting: Origin, Meaning, Definition, Need, Importance, Functions, Limitations, Accounting principles, Generally Accepted Accounting Principles, Accounting equation, Double entry system.

Module – II

Recording Transactions: Journal, Ledger, Trial Balance, Cash Book (single column, double column and three column), Bank Reconciliation Statement.

Module – III

Accounting for Depreciation: Meaning, Importance, Methods of providing depreciation (straight line, diminishing, annuity), Reserves and Provisions.

Module – IV

Final accounts of Sole Traders: Manufacturing, Trading, and Profit and Loss Account and Balance Sheet.

Module – V

Bill of Exchange: Meaning – Definition – Importance, Promissory Note – Recording bill transaction (honoring, dishonoring, discounting).

Books for Reference:

1. Business Accounting - Jain and Narang
2. Advanced Accounting - Jain and Narang

SEMESTER I

BOCC114: GENERAL INFORMATICS – I (AOC)

(a) Fundamentals.

- Identification of various hardware components of a computer system.
- Familiarization of various Operating Systems.
- Word Processing Software.**
 - Creation, all types of formatting of documents.
 - Modification of existing documents.
 - Printing of formatted documents.
- Spread Sheet Software.**
 - Creation of a worksheet.
 - Using formula, equations, simple functions.
- Presentation Software.**
 - Creation of a preparation.
 - Inserting objects like pictures, charts, audio, video in a presentation.

SEMESTER II

BOCG201: WRITING AND PRESENTATION SKILLS IN ENGLISH

MODULE – I

Letter Writing: Letters - letters to the editor - resume and covering letters -parts and layout of business letters-business enquiry letters offers, quotation-orders and execution-grievances and redressal-sales letters-follow-up letters-status enquiry-collection letters-preparation of power of attorney for partnership- job application letters-resume-CV-reference and recommendation letters-employment letters.

MODULE II

Other types of Academic and business Communication(written):Seminar papers- project reports - notices - filling application forms - minutes, agenda-reports-essays.

MODULE – III

Presentation Skills: Soft skills for academic presentations - effective communication skills – structuring the presentation - choosing appropriate medium – flip charts – OHP – Power Point presentation – clarity and brevity - interaction and persuasion.

**Compulsory activity: PowerPoint presentations to be conducted by each student in class*

MODULE IV

Non-verbal communication-Body language-Kinesics,Proxemics-Para languageChannels-Barriers-Principles of effective communication

MODULE V

Online writing and Netiquette- Writing e-mails- use of language – writing for blogs – social media etiquette- professional networking online (LinkedIn, E-factor etc.)

Compulsory activity: Each student should create a blog and/or profile in LinkedIn.

Books for Reference:

- 1- Marilyn Anderson, Pramod K Nayar and Madhucchandra Sen. *Critical Thinking, Academic Writing and Presentation Skills*. Pearson Education and Mahatma Gandhi University.
- 2- Antony Thomas, Business Communication and MIS, Pratibha Publications.
Bhatia R.C. Business Communication
- 3- Salini Agarwal Essential communication skill. Reddy P.N, and Apopannia, Essentials of Business communication.
- 4- Sharma R.C, KRISHNA Mohan, Business Communication and Report writing
Leod, M.C., Management Information system

SEMESTER II

BOCC211: DOMESTIC LOGISTICS MANAGEMENT

Module – I

Planning and Resourcing: Need for Planning – Fleet management – Main types of road freight transport – Transport resource requirements – Vehicle routing and scheduling issues – Data requirements – Manual methods of vehicle routing and scheduling – Computer routing and scheduling – Information system applications – GPS – RFID.

Module – II

Vehicle Selection: Types of vehicles – Types of operations – Load types and characteristics – Main types of vehicle body - Implications of vehicle selection – Vehicle acquisition.

Module – III

Vehicle Costing: Reasons for road freight transport vehicle costing – Main types of costing systems – Vehicle standing costs – Vehicle running costs – Overhead costs – Costing the total transport operation – Whole life costing – Vehicle cost comparisons – Zero-based budget.

Module – IV

Documenting and Information Flow: Advices – Planning – FTL – LTL – Documentation – Road Receipts/Truck Receipts/Way Bills (RR/LR) – Consignment note CMR (EU & Canada) – Booking – Invoicing & Information Flow – Long Haul – Coordination with terminals – Exceptional Loads (Project Cargo).

Module – V

Legislation: Operator licensing – Driver licensing – **Driver's hours regulations** – Road transport directive – Tachographs - Vehicle dimensions.

Books for Reference:

1. Logistics of facility location and allocation / Dileep R. Sule (Marcel Dekker)
2. Logistics & supply chain management / Martin Christopher (Prentice Hall Financial Times)

3. The management of business logistics / John J. Coyle, Edward J. Bardi, C. John Langley (West Publishing Company)
4. Manufacturing operations and supply chain management : the LEAN approach / [edited by] David Taylor and David Brunt (ThomsonLearning)
5. Operations and process management : principles and practice for strategic impact / Nigel Slack (Financial Times PrenticeHall)
6. Logistics and Distribution Management: Alan Rushton, Phil Croucher, Peter Baker (CILT)

SEMESTER II

BOCC212: BUSINESS COMMUNICATION

Module – I

Basis of Communication: Meaning, Importance and process, Need and objectives of communication, 7c's of Communication, Barriers of communication, How to overcome communication Barrier.

Module – II

Means/Media of Communication: - Verbal and non-verbal communication channel of communication formal & informal communication. Types of communication – Downward, upward, Horizontal or lateral, Diagonal or cross.

Module – III

Listening as a Communication Tool: Importance types of listening, Barriers to effective listening – How to make listening effective. Speeches and Presentation - Speeches - Characteristics of a good speed, How to make speech effective - Presentation - Planning, preparation, organizing, rehearsing and delivery.

Module – IV

Groups: Importance of features, Advantages and Disadvantages techniques of Group decision making - Brain storming sessions, Nominal Group Technique, Delphian Technique, solving problems in Groups.

Module – V

New Trends in Business Communication: Email, Teleconferencing, video conferencing, SMS.

Books for Reference:

1. R.C. Bhatia. BusinessCommunication.
2. R.K. Madhukar . BusinessCommunication.
3. A. ShrafRavi . Effective TechnicalCommunication.

SEMESTER II

BOCC213: WAREHOUSE MANAGEMENT

Module – I

Introduction to Warehousing: Concepts – Decision making – Operations – Need for warehousing – Issues affecting warehousing – Various warehousing facilities – Different types of ware houses – Characteristics of ideal warehouses.

Module – II

Introduction to Inventory Management: Role in supply chain – Role in competitive strategy - Role of inventory – Functions of inventory - Types of inventory – WIP inventory – Finished goods inventory – MRO inventories – Cost of inventories - Need to hold inventory.

Module – III

Warehouse Management Systems: Introduction – The necessity of WMS – Logics of determining locations and sequences – Independent demand systems – Uncertainties in material management systems – Dependent demand systems – Distribution resource planning.

Module – IV

ABC Inventory Control: Managing inventories by ABC – Multi – echelon inventory systems - Managing inventory in multi echelon networks – Managing inventory in single echelon networks. Various approaches – Distribution approaches – The true multi echelon approach.

Module – V

The Principles and Performance Measures of Material Handling Systems: Introduction. Vehicle travel path(time) – Handling time – vehicle utilization – no of loads completed – congestion – Effective performance systems – Fundamentals of various types of material handling systems – automated storage and retrieval systems Bar coding technology and applications RFID technology.

Books for Reference:

1. Martin Christopher. Logistics and Supply Chain Management. Pearson
Raghuram G. Logistics and Supply Chain Management. Mac Millan

SEMESTER II

BOCC214: COMPUTERIZED ACCOUNTING (AOC)

Module – I

Introduction to Tally Accounting Package: Familiarization of Tally 9 - Features of Tally – Screen components- Creation of Company- selecting a company – altering/modifying company creation details – Deleting a company – F 11 Features – F 12 Configuration.

Module – II

Creation of Groups, Ledgers: Account groups – pre-defined groups – creating single & multiple groups – creation of primary account groups – creating ledger accounts in single & multiple – displaying, altering and deleting account groups and ledgers

Modules – III

Creation of Vouchers and Entering Transactions and Generate Outputs: Accounting vouchers- entering transactions in accounting vouchers – bill wise details - altering and deleting a voucher entry – creating new voucher types – modifying an existing voucher – duplicating a voucher – optional vouchers – post-dated vouchers – reverse journal – balance sheet – profit and loss account – trial balance – day books – account books – statement of accounts – ratio analysis - cash flow - fund flow – list of accounts – exception reports.

Module – IV

Practice Accounts with Inventory: Enabling F 11 and F 12 - stock category – stock group – single/multiple creation of stock category and stock group – creation of units of measurement – creating single/multiple stock items – creating godowns - displaying, altering and deleting stock groups, units, items and godowns– cost categories- cost centres– creating cost categories and cost centres - displaying, altering and deleting cost categories and cost centres– purchase / sales orders - Inventory vouchers - using inventory vouchers – using accounting vouchers with inventory details (invoice mode) - Tally Security - Tally vault – Tally audit – advanced security control – back-up and restore – inventory reports – stock summary - inventory books.

Module – V

Practice Accounting with Tax: F 11 & F 12 settings for taxation – TDS – ledgers related to TDS – creating TDS voucher types - TDS reports – TCS – service tax - GST – GST terminologies – computing GST – ledgers and vouchers pertaining to GST – GST reports – GST forms – interstate trade.

Books for Reference:

1. TomyK.K .Computerised Accounting. PrakashPublications
2. Roopa. Tally for Every one. Atc PublishingChennai.

A.K. Nadhani& K.K. Nadhani . Implementing Tally 9 A Comprehensive Guide to Tally 9. BPB Publications.

SEMESTER II

BOCC215: INTERNSHIP WITH PROJECT-I

The student will attach himself with a logistic organization approved by the Department for a period of 4 weeks for Industry Training. The student should actively participate in the operations of the organization and should work like any other employee of that organization. At the end of the internship, the student should prepare a comprehensive report (not less than 40 pages, A4 size). The report and the specimens of the work done by the student should be attested by the organization. Student should also produce a certificate of internship from the organization. All the above details should be submitted to the Department forevaluation.

SEMESTER – III

BOCG301: PRINCIPLES OF MANAGEMENT

MODULE – I

Nature and Process of Management: Schools of Management Thought – Management Process School, Human Behavioural School, Decision Theory School, Systems Management School, Contingency School – Managerial Role – Basics of Global Management.

MODULE – II

Planning: Objectives – Types of plans - single use plan and repeated plan – MBO, MBE– strategic planning and formulation. Decision making - types and process of decision making – forecasting.

MODULE – III

Organising: Types of organisation - formal and informal, line and staff, functional – organisation structure and design – span of control, delegation and decentralisation of authority and responsibility – organisational culture and group dynamics.

MODULE – IV

Staffing: Recruitment, Selection, Induction, Training, Maintenance and retrenchment Systems approach to HRM – Performance appraisal and career strategy – HRD - meaning and concept.

MODULE – V

Directing: Motivation – meaning - need for motivation. Theories of motivation - Herzberg and McGregor. Leadership- importance – styles of leadership, Managerial Grid by Blake and Mounton, Leadership as a Continuum by Tannenbaum and Schmidt,

Path Goal Approach by Robert House (in brief) **Controlling** - Concept, Significance, Methods of establishing control.

Books for Reference:

1. Moshal.B.S .*Principles of Management*, Ane Books India,NewDelhi.
2. Bhatia R.C. *Business Organization and Management*, Ane Books Pvt. Ltd.,NewDelhi.
3. Richard Pettinger. *Introduction to Management* , Palgrave Macmillan, NewYork.
4. **Koontz and O'Donnel**. *Principles of Management* ,Tata McGraw-Hill Publishing Co.Ltd. NewDelhi.
5. Terry G.R. *Principles of Management*, D.B.Taraporevala Sons &Co.Pvt.Ltd.,Mumbai.
6. Govindarajan.M and Natarajan S. *Principles of Management*, PHI, NewDelhi.
7. MeenakshiGupta .*Principles of Management*, PHI, NewDelhi.

SEMESTER – III

Module – I

BOCC311: BUSINESS STATISTICS

Introduction: Origin – Meaning - Scope and limitations of statistics - Relationship with business and industry.

Module – II

Collection of Data: Collection - Classification and tabulation of statistical data - Pie diagrams - Graphic representation.

Module – III

Measures of Central Tendency: Mean - Median and Mode – Meaning and Computation – Standard deviation - Coefficient of variation.

Module – IV

Simple Correlation and Regression: Meaning - **Karl Pearson's Correlation** Rank correlation - Computations – Uses - Regression equations - Forecasting.

Module – V

Time Series Analysis: Components of time series – Definition - Computation of Trend - Computation of seasonal variation (Simple average method only).

Books for Reference:

1. S.P. Gupta. Statistical methods. Sulthan Chand and sons. Revised Edition 1995.
2. D.N Elhance. Fundamental of Statistics. KITAB MAHAL Publishers.
3. B.L. Agarwal. Basic Statistics.
4. C.B. Gupta. An Introduction to Statistical Methods.

SEMESTER – III

BOCC312: PRINCIPLES OF LOGISTICS INFORMATION SYSTEMS

Module – I

Information Technology and Logistics: Electronic Data Interchange - Personal Computers - Artificial Intelligence/Expert system - Communications Bar coding and Scanning - Electronic Data Interchange standards – Communication - Information and Future directions.

Module – II

Information Technology for Supply Chain Management: Bull whip effect - IT in supply chain - Business Process Reengineering - Enterprise Resource Planning – EDI Problems with EDI - Impact of Internet on SCM.

Module – III

Logistics Information: Meaning and Need Forms – LIS – Definition - Information functionality - activities involved in transaction system - Principles of designing or evaluating LIS applications.

Module – IV

LIS Architecture: Components - Two forms of activities - Planning and co-ordination flows and operating flows - Flow and use of integrated logistics information.

Module – V

Information Forecasting: Definition – Process – Component - Characteristic of forecast compound – Approaches - Forecast techniques - Forecast error – E-Commerce.

Books for Reference:

1. David J. Bloomberg, Stephen LeMay & Joe B. Hanna. Logistics. Prentice-Hall of India Pvt Ltd., New Delhi, 2003.
2. Donald J. Bowersox & David J. Closs. Logistical Management. Tata McGraw Hill Publishing Co. Ltd, New Delhi, 2004
3. Satish C. Ailawadi & Rakesh Singh. Logistics Management. Prentice-Hall of India Pvt Ltd., New Delhi, 2005
4. Donald Waters. Logistics. Palgrave Macmillan, New York, 2004
5. Krishnaveni Muthiah. Logistics Management & World Sea borne Trade. Himalaya Publishing House, Mumbai, 1999
6. Sarika Kulkarni. Supply Chain Management, Tata Mc- Ashok Sharma Graw Hill Publishing Co Ltd., New Delhi, 2004

SEMESTER – III

BOCC313: INVENTORY MANAGEMENT

Module – I

Inventory: Inventory Management – Inventory Control – Importance and Scope of Inventory Control – Types of Inventory – Costs Associated with Inventory – Organizational set up for Inventory Management.

Module – II

Selective Inventory Control: Economic Order Quantity – Safety Stocks – Inventory Management Systems – Forecasting Techniques – Material Requirement Planning and Execution – Ratio Analysis on Inventory – Profit Margin.

Module – III

Manufacturing Planning (MRP-II): Just in Time (JIT) – Work in Process Inventories – Make or Buy Decisions – Concept of Outsourcing – Factors Influencing Make or Buy Decisions – Trends in Make or Buy Decisions in context of core competency.

Module – IV

Purpose of Inventory: Goods – Types of Goods – Finished Goods Inventories – General Management of Inventory – Stocks – Types of Stocks – Tracking the Paper Life.

Module – V

Spare Parts Inventories: Use of Computers in Inventory Management – Evaluation of Performance of Materials Function – Criteria and methodology of evaluation.

Books for Reference:

1. Bose & D Chandra. Inventory Management. 1st Edition.
nd
2. SridharaBhat. Inventory Management. 2nd Edition.
3. Bose & D Chandra. Inventory Management. 1st Edition.

SEMESTER – III

BOCC314: SHIPPING AND OCEAN FREIGHT LOGISTICS MANAGEMENT

Module – I

Shipping Industry and Business: Description of a ship – Uses of a ship or a floating vessel – Classification of ship (route point) (cargo carried) – Superstructure – Tonnages and Cubics– Drafts and Load lines – Flag Registration – Different Cargo (Packing, Utility or Value) – Trimming – Cleansing – Unitized Cargo.

Module – II

Stevedoring, Lighterage Services and Security: Port Trusts – Operational unit – Services – Seaports – Vessel Operations – Pilotage – Stevedoring – Dock Labour Boards – charges – Automated Container Handling – Security at Ports and Harbours– Role of Security Agencies – Lighterage Services.

Module – III

Shipping Lines: Hub and Spoke – Process Flow – Advices _ Booking – Containerization – Containers – Container Numbering – Process Flow – Shipping Sales – Leads – Quotations – Customer Service.

Module – IV

Operations: Volume/Weight Calculations – Shipment Planning Basics – Preparing and Loading Containers – Types of container services – FCL – Consolidation – LCL – Advanced Scientific Shipment Panning – Container De-stuffing.

Module – V

Documentation: Billing of Lading Basics – MBL – HBL – CY – CFS – Advanced Learning in Bills of Lading – Sea Way Bill – Combined Transport – MTO – Multimodal Transport Document (MTD) – Invoicing – Release of Cargo – Cross

Trade and Documentation – Conditions of Contract – Managing Key Accounts –
Trade Lane Development – Consortium.

Books for Reference:

1. John F. Wilson. Carriage of Goods by Sea. Harlow:Longman
2. J.R. Whittaker. Containerization. Hemisphere:Wiley
3. Cyril Frederick Hardy Cufley. Ocean Freights and Chartering. Adlard ColesNautical

SEMESTER – III

BOCC315 : GENERAL INFORMATICS - II (AOC)

□ Word Processing Software.

○ Creation master document and data.

○ Mail Merge.

○ Printing of merged document.

□ Spread Sheet Software.

○ Creation of a worksheet with advanced formatting techniques.

○ Using all types of functions, give due importance to financial functions. ○ Creation of Charts and Disgrams.

□ Internet.

○ Basic understanding for Internet connectivity.

○ E-Mail

○ Search Optimization Techniques

SEMESTER – IV

BOCG401: SOFT SKILLS AND PERSONALITY DEVELOPMENT

Module – I

Personal Skills: Knowing oneself- confidence building- defining strengths- thinking creatively- personal values-time and stress management.

Module – II

Social Skills: Appropriate and contextual use of language- non-verbal communication- interpersonal skills- problem solving.

Module – III

Personality Development: Personal grooming and business etiquettes, corporate etiquette, social etiquette and telephone etiquette, role play and body language.

Module – IV

Presentation skills: Group discussion- mock Group Discussion using video recording - public speaking.

Module – V

Professional skills: Organisational skills- team work- business and technical correspondence-job oriented skills-professional etiquettes.

Books for Reference:

1. Matila Treece: Successful communication: AllyunandBacon Pubharkat.
2. Jon Lisa Interatid skills in Tourist Travel Industry Longman GroupLtd.
3. Robert T. Reilly – Effective communication in tourist travel Industry Dilnas Publication.
4. Boves. Thill Business Communication TodayMcyansHills Publication.
5. Dark Studying International Communication SagePublication.
6. Murphy Hidderandt Thomas Effective BusinessCommunicationMc GrawHill.

SEMESTER – IV

BOCC411: SUPPLY CHAIN MANAGEMENT

Module – I

Supply Chain Management and Logistics: An Introduction – Integrated Logistics Management – Concept – Evolution and Development – Difference – Role – Scope – Functions and Importance – The new Manufacturing and Distribution Practices in the light of Globalized Economy – Local and International Supply Chains – Benefits and Issues – Types of Supply Chains and examples – Strategic, tactical, operational decisions in supply chain – SCM building blocks – Supply Chain Drivers and Obstacles – International Logistics and Supply Chain Management – The Total Cost Concept and Logistics and SCM Trade-Offs.

Module – II

Key Supply Chain Business Processes: Planning – Sourcing – Producing – Distributing and Paying – Managing material flow and distribution – Distribution and Planning Strategy – Warehousing and Operations Management – Transportation Management – Inventory Management.

Module – III

Purchasing and Supplier Management: Sourcing and Supplies Management, Outsourcing – Global Sourcing – Vendor Identification – Selection – Evaluation – Development – Supplier Relationship Management – Supplier Quality Management – Supply Chain Performance.

Module – IV

Forecasting Systems Design: Customer Service Management and Measurements – CRM – Manufacturing Logistics – Pricing Strategies – SCM Relationships – Third Party Logistics and Fourth Party Logistics – SCM Network Design and Facilities Development – SCM Planning and Development Strategies – Supply Chain Uncertainties – Supply Chain Vulnerabilities.

Module – V

Supply Chain Coordination and Integration: Role of IT, Impact of Internet and E-Business –

IT enabled SCM, Future of SCM.

Books for Reference:

1. Martin Christopher. Logistics and Supply Chain Management
2. Sunil Chopra and Peter Meindal. Supply Chain Management
3. Donald J. Bowersox and David J. Closs. Integrated Logistics Management
4. N. Chandrasekharan, Supply Chain Management

SEMESTER – IV

BOCC412:INTERNATIONAL LOGISTICS MANAGEMENT

Module – I

Integrated Logistics Management: Concept, Evolution and Development, Importance of logistics management in international business, International Logistics: functions and intermediaries. Issues involved in movement of goods. Logistics information system– positioning information in logistics, logistics information systems design, IT in logistics, strategic information linkage. Total cost approach to Logistics. Liabilities of carriers. Marine insurance for cargo.

Module – II

The General Structure of Shipping Industry: C.argo types, vessels and vessel characteristics, linear operations and tramp operations, chartering of bulk ocean carriers, the ocean linear conference system, freight structure and practices, coordination, role of intermediaries – forwarding and clearing agents, freight brokers, stevedors and shippersagents.

Module – III

Warehousing and Containerization: Warehousing , repacking and other value added service provided by logistics service providers. 3 PL and 4 PL logistics service. Performance measurement of logistic systems. Containerization: types of containers and ICDs. Layout and working of container terminals. Port system and sub systems, port organization and management. Responsibilities of port trusts, growth and status of ports in India, Inland water transport, issues in sea transport. Regulatory authorities for sea transport and their roles.

Module – IV

Introduction to Road Transport System: Classification of vehicles, road network in India, types of roads, road transport companies and their operation in full truckload business and in less than truckload business. Road parcel service business. Fleet management systems. Integrated logistics provided by road transport companies.

Documents and permits required in road transport system. Problems in road transport, regulatory authorities involved with road transport system.

Module – V

Rail Transport Systems: Types of railway wagons, rakes, marshalling operations and yards, Railway goods freight structure, Railway Parcel service operations. Railway goods service operations. Procedure for availing railway parcel or goods service and the documentations involved. Operations at a railway goods yard/siding. Operations and control in the railways. Organization of Indian railways.

Books for Reference:

1. James F. Robbison & William C. Capaciano (editors), The Logistics Handbook
2. Donald F. Wood et.al., International Logistics
3. Douglas Lambert and James R. Stock, Strategic Logistics Management.

SEMESTER – IV

BOCC413: EXPORT AND IMPORT – POLICIES AND PROCEDURES

Module – I

International Trade: Reasons, Features, Benefits, Advantages. Registration Formalities, Types of Exporters – Manufacturer/Merchant Exporter. Methods of entry into foreign market.

Module – II

Documentation: A.D.S. – Commercial and Regulatory Documents viz L/C, B/L, Shipping Bill, Invoice, Pricing Factors, Objectives, Strategies. Payment Terms – L/C, D/A, D/P. Sale Terms – FOB, CIF, C&F. Financing – Pre-Shipment and Post-Shipment. Insurance-Marine, Credit, Exchange Rate. Calculation of FOB, CIF and C&F Prices.

Module – III

F.T.P.(Latest): Highlights. Export Incentives, Schemes, Assistance viz EPCG, FMS, FPS, MDA, DBK, Institutional Frame Work – Export Promotion Organization viz EPC, CB, DGFT, FIEO, ICA.

Module – IV

Processing of an Export Order: Quality Control, Pre-Shipment Inspection, INCOTERMS. Realizing Payment of Export Proceeds, Negotiation of Documents – CHA, SEZ, EOU, Deemed Exports.

Module – V

Imports: Preliminaries, Procedures, Policies, Prohibited/Negative/Canalized List. Documentation – Bill of Entry, Customs Formalities, Categories of Importers,

Retirement of Import Documents. Excise Formalities. Trading Blocs, Tariff and Non-Tariff Barriers, European Union,NAFTA.

Books for Reference:

1. Government of India: Export - Import Policy
2. Dr. Khushpat S, Jain. Export Procedures and Documentation. Himalaya Publishing House
3. T.A.S. Balagopal. Export Management. Himalaya Publishing House
4. Dr. Francis Cherunilam. International Marketing (Text and Cases). Himalaya Publishing House
5. Paras Ram. Export-What, Where and How. Anupam Publishers.

SEMESTER – IV

BOCC414: AIR CARGO LOGISTICS MANAGEMENT

Module – I

Introduction to Air Cargo: Aviation and airline terminology – IATA areas – country – currency – airlines – aircraft layout – different types of aircraft - aircraft manufacturers – ULD – International air routes – airports – codes – consortium – hub & spoke – processflow.

Module – II

Introduction to Airline Industry: History – Regulatory bodies – navigation systems – air transport system – functions – customers – standardization - management – airside – terminal area –landside operations – civil aviation – safety and security – **aircraft operator’s security** program – security v/s facilitation – ICAO security manual – training and awareness – rescue and fire fighting– issues and challenges – industry regulations – future of the industry.

Module – III

Airline marketing and customer service standardization in logistics – air freight exports and imports – sales and marketing – understanding marketing, environment, marketing research, strategies and planning, audits, segmentation, SWOT, marketing management control, consignee controlled cargo – sales leads – routing instructions – customer service, future trends.

Module – IV

Air Freight Forwarding: Air freight exports and imports – special cargoes – consolidation – documentation – Air Way Bill (AWB) – communication – handling COD shipments – POD – conditions of contract – dangerous (DGR) or hazardous goods.

Module – V

Advices - Booking – SLI – Labeling – Volume/Weight ratio – shipment planning – TACT – Air cargo rates and charges – cargo operations – customer clearance.

Books for Reference:

1. Simon Taylor, Air transport logistics, Hampton
2. Paul Jackson and William Brackenridge, Air cargo distributions: A management analysis of its economic and marketing benefits, Grower Press.
3. Peter S. Smith, Air Freight: operations, marketing and economics, Faber
4. Sung Chi-Chu, 4th Party Cyber Logistics for Air Cargo, Boston: Kluwer Academic Publishers.
5. Mark Wang, Accelerated Logistics, Santa Monica CA.
6. John Walter Wood, Airports: Some elements of design and future developments.
7. P.S. Senguttavan, Fundamentals of Air transport management.
8. Oxford Atlas – Oxford Publishing
9. Ratandeep Singh, Aviation Century: Wings of change – A global survey.

SEMESTER – IV

BOCC415 INTERNSHIP WITH PROJECT-II

The student will attach himself with a logistic organization approved by the Department for a period of 4 weeks for Industry Training. The student should actively participate in the operations of the organization and should work like any other employee of that organization. At the end of the internship, the student should prepare a comprehensive report (not less than 40 pages, A4 size). The report of the work done by the student should be attested by the organization. Student should also produce a certificate of internship from the organization. All the above details should be submitted to the Department forevaluation.

SEMESTER –V

BOCG501: ENVIRONMENTAL STUDIES

AIM

- To bring in proper awareness among the students on Environmental Issues

OBJECTIVES

- To built a pro-environmental attitude and a behavioral pattern in society based on sustainable lifestyles
- To impart basic knowledge on pollution and environmental degradation.

MODULE 1

(15 hrs)

Introduction to Environment Science : Development and Environment, Human Population and the Environment : Population growth, variation among nations-Population explosion – Case Studies.Sustainable Development – Concept, Policies, Initiatives and Sustainability strategies, Human Development Index, Gandhian Principles on sustainability.

Natural systems -Earth –structure, soil formation- factors affecting, soil types,Atmosphere – structure and composition, Hydrosphere – Oceans, rivers, estuaries, Lakes etc., Physical environment of aquatic systems

Resource utilization and its impacts on environment -Renewable and non-renewable resources, Forest resources : Use and over-exploitation, Timber extraction, mining, dams and their effects on forest and associated biota.,Water resources : Use and over-utilization of surface and ground water, conflicts over water, River valley projects and their environmental significance- Case studies – SardarSarovar, Mineral resources : Use and exploitation, environmental impacts of extraction and use of mineral resources,case studies – sand mining, metal mining, coal mining etc.

Food resources : World food issues, changes caused by - overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, and salinity. Case studies

Energy resources : Growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies.

Land resources : Land as a resource, land degradation, soil erosion and desertification.

MODULE 2

(15 hrs)

Ecosystems

Concept of an ecosystem-Structure and function of an ecosystem-Producers, consumers and decomposers-Energy flow in the ecosystem-Ecological succession-Food chains, food webs and ecological pyramids.

Ecological interactions Types, characteristic features, structure and function of the following ecosystem : Forest, Grassland, Desert, Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries). Significance of wetland ecosystem – Classification, Ecology and Biogeochemistry. Threats and Management

Biodiversity and its conservation

Introduction – Definition : genetic, species and ecosystem diversity, Biogeographical classification of India, Value of biodiversity : consumptive use, productive use, social, ethical, aesthetic and option values, Biodiversity at global, National and local levels, India as a mega-diversity nation Hot-spots of biodiversity, Threats to biodiversity : habitat loss, poaching of wildlife, man-wildlife conflicts., Endangered and endemic species of India, Conservation of biodiversity : In-situ and Ex-situ conservation of biodiversity. People's participation in biodiversity conservation- Biodiversity Register; Global Climate change and Biodiversity.

MODULE 3

(15 hrs)

Environmental Pollution

Air pollution: sources- mobile, stationary, fugitive; type of pollutants- primary and secondary air pollutants, Smog- classical smog and photochemical smog, Acid rain; Ozone depletion; impacts of air pollutants on environment; control measures.

Water pollution: Sources- Point and non-point sources; Types – chemical, biological and physical; impacts on the environment; water quality – water quality standards ; control measures.

Soil pollution: sources and impacts

Noise pollution: sources, impacts on health, management strategies

Thermal pollution and Nuclear pollution - sources and impacts

Solid wastes – types, sources, impacts on Environment.

Municipal Solid waste Management: Essential steps- source segregation , collection ,Processing and Disposal of residues.

Environmental Pollution - case studies

Natural and anthropogenic Disasters and their management : floods, earthquake, cyclone and landslides.

MODULE 4

(15 hrs)

History of environment protection

Silent spring, Ramsar Convention, Stockholm conference, Montreal protocol, Kyoto protocol, earth summit, Rio+10, Rio+20, Brundtland commission Report, Sustainable development

Environmental movements in India, Global initiatives for Environmental protection

Environmental education –basics ,Tbilisi conference, Environment Management Systems

Environment Information Systems, Environmental Impact assessment (EIA) – definition and significance, EIA notification; National and state level Authorities; role of public in EIA of a development project

Social Issues and the Environment

Environmental movements

From Unsustainable to Sustainable development-Urban problems related to energy-

Water conservation- Rain water harvesting; Watershed management

Environmental ethics : Issues and possible solutions.

Environmental Economics, Green house effect and Climate change

Natural and Anthropogenic disasters

Disaster Management ,Wasteland reclamation-Consumerism and waste products-
Environmental Laws – General introduction; Major laws in India.Environment Protection Act-
Air (Prevention and Control of Pollution) Act-Water (Prevention and control of Pollution)
Act-Wildlife Protection Act-Forest Conservation Act-Issues involved in enforcement of
environmental legislation-Public awareness

TEXT BOOK

Textbook for Environmental Studies For Undergraduate Courses of all Branches of Higher Education - ErachBharucha for University Grants Commission

Further activities

- Field work
- Visit to a local area to document environmental assets
iver/forest/grassland/hill/mountain
- Visit to a local polluted site-Urban/Rural/Industrial/Agricultural/ Solid waste dump
yards
- Study of common plants, insects, birds.
- Study of simple ecosystems-pond, river, hill slopes, etc. (Field work Equal to 5
lecture hours)

SEMESTER –V

ENTERPRISE RESOURCE PLANNING

Module – I

Enterprise Resource Planning: Evolution of ERP, MRP and MRP II, problems of system Islands, need for system integration and interface, enterprise wide software solutions, difference between integrated and traditional information systems, early and new ERP packages, overview of ERP packages, ERP products and markets – players and characteristics, benefits of ERP implementations, critical success factors, pitfalls.

Module – II

Selection and Implementation: Opportunities and problems in ERP selection and implementation, ERP implementation,, identifying ERP benefits, team formation-consultant intervention – Business Process Reengineering (BPR) concepts, The emergence of reengineering, concepts of business process – rethinking of processes – identification of reengineering need preparing for reengineering Implementing change – change management – integrating with other systems, Post ERP implementation.

Module – III

Modules in ERP: Business modules of ERP package, functional architecture, salient features of each modules of ERP, comparison of ERP packages. Implementation of ERP systems, Business process modeling, Gap analysis, Framework for ERP implementation, business process, emerging trends in business process, selection of ERP process of ERP implementation-managing changes in IT organization – preparing IT infrastructure, measuring benefits of ERP, implementation obstacles, risk factors.

Module – IV

Technical Architecture of ERP Systems: Communication and networking facilities –distributed computing, client server systems, concepts of business objects, distributed object, computing architecture, support for data mining and warehousing, EDI – internet and related technologies – Net technologies.

Module – V

ERP and Supply Chain Management: Extending scope of ERP through SCM, The concept of value chain differentiation between ERP and SCM – issues in selection and implementation of SCM solutions – E-business and ERP – BI – SAAS – business opportunities – basic and advanced business models on internet – security and privacy issues – recent developments – future and growth of ERP – role of ERP in international business.

Books for Reference:

1. Hammer, Micheal and JamtsChamby, Reengineering the corporation,1997.
 2. Leon, alexix Countdown 2000. TataMcGraw
 3. Ptak, Carol A. & Eli Schragenheim, Enterprise Systems for Management, St. Lucie Press NY.2000
 4. Luvai F. Motiwalla, Enterprise Systems forManagement
 5. Mary Sumner, Enterprise ResourcePlanning
 6. Rahul V. Altekar, Enterprise ResourcePlanning
 7. JyothindraZaveri, Enterprise ResourcePlanning
 8. Ashim Raj Singla, Enterprise ResourcePlanning
- D.P. Goyal, Enterprise Resource Planning

SEMESTER –V

BUSINESS ETHICS AND GLOBAL BUSINESS MANAGEMENT

Module – I

Indian Ethos and Values: Values of Indian culture and society – Models of management in the Indian socio-political environment – Indian work ethos – Indian heritage in production and consumption – Indian mythologies and values/culture – western culture vs. Indian culture.

Module – II

Introduction to Business Ethics: Definition of ethics and business ethics – Law vs. Ethics – Ethical principles in business – approaches to business ethics: Teleology, Deontology and Utilitarianism – importance of business ethics – debate for and against business ethics.

Module – III

Ethical Decision Making in Business: Ethical dilemmas in business – ethical universalism and relativism in business – factors affecting the business ethics – process of ethical decision-making in business – individual differences in managers and ethical judgement– whistleblowing.

Module – IV

Ethics in Functional Areas: Ethical issues in functional areas: Marketing, HR, Production, IT/Systems and Finance – Environmental ethics – Gender ethics – CSR as business ethics – Ethics in international business

Module – V

Ethics Management: Role of organizational culture in Ethics – structure of ethics management: Ethics programmes, code of conduct, ethics committee, ethics officers and the CEO – communicating ethics: communication principles, channels, training programmes and evaluation – Ethics audit – corporate governance and ethical

responsibility – transparency international and other ethical bodies – recent trends, issues and cases.

Books for Reference:

1. Chakraborty S. K. (1995), Ethics in Management, Oxford University Press.
2. Chakraborty S. K. (2003), Management and Ethics Omnibus, Oxford University Press
3. Ghosh P. K. (2010), Business Ethics, Vrinda Publications.
4. John R. Boatright (2008), Ethics and the Conduct of Business, Pearson Education.
5. Daniel Albuquerque (2010), Business Ethics, Oxford University Press.
6. Manuel G. Velasquez (2008), Business Ethics, Pearson Prentice-Hall.
7. Linda K. Trevino and Katherine A. Nelson (1995), Managing Business Ethics, John Wiley & Sons.
8. Sekhar R. C. (1997), Ethical Choices in Business, Response Books.
Fernando A. C. (200
- 9 Business Ethics, Pearson Education

SEMESTER –V

BOCC513: HUMAN RESOURCE MANAGEMENT

Module – I

Definition: Nature, scope, role, objective or Personnel management, level of management, Organisation of Personnel Dept its functions, Ergonounics, Challenger and relevance of HRM. Manpower planning.

Module – II

Recruitment: Sources of recruitment, Selection- Selection process, Training - Definition. Types of training ExecutiveDevelopment.

Module – III

Performance Appraisal: Techniques Promotion, Career Planning.

Module – IV

Job Analysis: Job Design, Job Eveluation Wage. Definition, Factors affecting wage policy, Wage Boards Fringe Benefits, Perequisites, Incenives, Bonus, Profit sharing, VRS, Maintenance of service filespension.

Module – V

Drafting Charge Sheets: Model standing orders, code of conduct, Bond of service, wage & salary records, E.S.I, P.F. Gratuity, pension and bonusrecords.

Books for Reference:

1. K. Aswathappa, Human resource and personnelmanagement
2. Gary Desseler, A frame work for human resourcemanagement
3. Mammoria&Mammoria, Personnelmanagement
4. Edwin Philipo, Personnelmanagement

SEMESTER –V

BOCC514: MARKETING MANAGEMENT

Module – I

Introduction: Meaning and definition of different marketing concepts - functions of marketing - environmental factors - market segmentation - buying motive and process - consumer and customer - Factors affecting consumer behavior - Marketing Plan.

Module – II

Marketing Mix: Marketing mix: meaning - product, product mix- - product life cycle - importance of branding - packaging and labeling.

Module – III

Pricing: Pricing policies - objectives - factors influencing pricing decisions - different pricing strategies: skimming- penetration. Market structure - channel of distribution and its importance.

Module – IV

Promotion: Advertising - objectives and functions - types of advertising - personal selling and direct marketing - Sales Promotion.

Module – V

Marketing Research: Definition, Scope and Process - Marketing Risk and Marketing Audit.

Books for Reference:

1. Philip Kotler, Jha & Koshy, Marketing Management, Pearson Education, New Delhi.
2. SHH Kazmi, Marketing Management Text and Cases, Excel Books, New Delhi.
3. V. S Ramaswami & S. Namakumary, Marketing Management, MacMillan Publishers, New Delhi.
4. Cranfield, Marketing Management, Ane Books, New Delhi.
5. D. D Sharma, Marketing Research.

SEMESTER –V

BOCC515: ENTERPRISE RESOURCE PLANNING (AOC)

- Tally/Any Open Source ERPModule.**

- Tally/Any Open Source HRModule.**

Familiarize with different operations of the ERP and HR module of Tally or any Open Source Software and document the lab exercises and their outputs in a record format.

SEMESTER –VI

BOCG601: ENTREPRENEURSHIP DEVELOPMENT

Module – I

To make the students understand about entrepreneurs and different classifications. Entrepreneur and entrepreneurship - Definition; traits and features; classification; Entrepreneurs; Women entrepreneurs; Role of entrepreneurs in India.

Module – II

Create an awareness about EDP. Entrepreneurial development programme concept; Need for training; phases of EDP; curriculum & contents of Training Programme; Support systems, Target Groups; Institutions conducting EDPs in India and Kerala.

Module – III

General awareness about identification of project financing new enterprises. Promotion of a venture; opportunity Analysis Project identification and selection; External environmental analysis economic, social, technological and competitive factors; Legal requirements for establishment of a new unit; loans; Overrun finance; Bridge finance; Venture capital; Providing finance in Approaching financing institutions for loans.

Module –IV

To identify different opportunities in small business. Small business Enterprise - Identifying the Business opportunity in various sectors - formalities for setting up of a small business enterprise - Institutions supporting small business enterprise - EDII (Entrepreneurship Development Institute of India), SIDO (Small Industries Development Organization NSIC (National small Industries Corporation Ltd.) NIESBUD (National Institute for Entrepreneurship and Small Business Development) Sickness in small business enterprise causes and remedies.

Module – V

To understand about a project report relating to a small business. Project formulation - Meaning of a project report, significance, contents, formulation planning commissions guidelines for formulating a project report - specimen of a project report, problems of entrepreneurs, case studies of entrepreneurs.

Books for Reference:

1. Clifton, Davis S. and Fylie, David E., Project Feasibility Analysis, John Wiley, New York, 1977.
2. Desai A. N., Entrepreneur and Environment, Ashish, New Delhi, 1990.
3. Drucker, Peter, Innovation and Entrepreneurship, Heinemann, London, 1985
4. Jain Rajiv, Planning a Small Scale Industry: A guide to Entrepreneurs, S.S. Books, Delhi, 1984
5. Kumar S. A., Entrepreneurship in Small Industry, Discovery, New Delhi, 1990

McClelland, D. C. and Winter, W. G., Motivating Economic Achievement, Free Press, New York, 1969

SEMESTER VI

BOCC611: RETAIL MANAGEMENT

Module – I

Introduction to Retailing: Retailing in India – significance of retail industry, types of retailers, retailer characteristics, types of merchandise, services retailing types of ownership, multi- channel retailing, retail market strategy.

Module – II

Consumer Buying Behavior: The buying process, types of buying decisions, market segmentation, Information system and supply chain management, CRM process in retailing.

Module – III

Retail Store Location: Site selection, Retail organization – human resource, finance and operation dimensions.

Module – IV

The Merchandise Management: Managing the merchandise planning process, buying merchandise, retail pricing.

Module – V

Retail Communication Mix: Store layout, design and visual merchandising, retail customer service.

Books for Reference:

1. Levy, Michael & Barton A. Weitz, Retailing Management, Irwin, London.
2. Swapna Pradhan, Retailing Management, Tata McGrawHill(3rd Edition), 2010
3. Piyush Kumar Sinha, Uniyal, Managing Retailing, Oxford University Press, 2007
4. Chetan Bajaj, Rajnish Tuli & Nidhi Srinivastava, Retail Management, Oxford University Press, 2010
5. Barry Berman & Joel Evans, Retail Management – A strategic Approach (11th Edition), 2010

SEMESTER VI

BOCC612: OPERATIONS MANAGEMENT

Module – I

Introduction: Production and Operation Management as function, Nature and Scope, Decision areas. Operations Strategy. Process and Capacity Analysis.

Module – II

Design of Manufacturing Process, Design of Service Systems, Facility Location and Layout Decisions.

Module – III

Total Quality Management: Elements, Tools for TQM. Cost of Quality. ISO – Quality Stds– Statistical Process, Controls Charts. Concepts of acceptance sampling – OC Curve.

Module – IV

Supply Chain Management, Lean Management. Sourcing and Supply Management. Inventory Planning and Control for independent demand items.

Module – V

Resource Planning – MRP for dependent items. Aggregate production planning. Scheduling of operations. Maintenance Management.

Books for Reference:

1. Operations Management Theory and Practice (Second Edition). B Mahadevan. Pearson.
2. Krajweski, Ritzman and Malhotra. Operations Management, Process and Value Chains, Pearson Education 2012.
3. Chase, Jacobs and Acquilano. Operations Management for Competitive Advantage. Tata McGraw Hill, 2012.
4. K. Shridhara Bhat. Operations Management, Himalaya Publishing House, 2009.

SEMESTER VI

BOCC613: TRANSPORTATION AND DISTRIBUTION MANAGEMENT

Module – I

Introduction: Role of distribution in supply chain – transportation management – warehousing concepts – designing distribution channels – understanding distribution costs, Advantages of distribution models – disadvantages of distribution models – pre-requisites of distribution – comparison of distribution networks.

Module – II

Distribution Network Planning: Various factors in distribution – delivery lead time and local facilities- optimization approach and techniques – material management process – role of transportation-transportation principles and participants – contribution of various agencies in transportation.

Module – III

Transportation Models: Performance characteristics and selection – various models of transportation (multimodal) – merits of each all models of transportation – transportation performance costs and value measures – understanding – comparing – cost components of multimodal transportation.

Module – IV

Transportation Routing Decisions: Transportation administration – transportation operations management – consolidation of freight – cost negotiations – various trends in transportation – application of information technology in transportation – E commerce – intelligent transport management system.

Module – V

Transit Operation Softwares: Geographic information systems – advanced fleet management systems-intermodal freight technology – transport security initiatives and role of technology – various inspection systems.

Books for Reference:

1. Sunil Chopra, Supply Chain Management
2. Agarwal, Logistics Supply Chain Management
Saple, LogisticsManagement

SEMESTER VI

BOCC614: FINANCIAL MANAGEMENT

Module – I

Finance functions, recording - Definition and scope of finance functions - Profit maximization Vs wealth maximization goal organisation of financefunction.

Module – II

Sources of finance - short term - Bank sources - Long term - shares - debentures, preferred stock debt - working capital management - concept - Determinants - cash management - Receivables management.

Modulle – III

Financing Decitions. Cost of Capital - cost of specific source of capital - Equality - preferred stock - debt - reserves - weighted average cost of capital. Capital structure - factors influencing capital structure capital optional capital structure: Theories of capital structure leverage - meaning andtypes.

Module – V

Divided decision meaning and significance of dividenddi modigliare and netter Approach- theory of relevance – **Walter’s model – Gordon’s model** - corporate Dividend practice in India.

Books for Reference:

1. I.M. Pandey. Financial Management. VikasPublications
2. Khan M.Y., Jain P.K. Financial Management – Test and Problems. TMH
Prasanna Chandra. Financial Management – Theory and Practice. TMH

SEMESTER VI

BOCC615: INTERNSHIP WITH PROJECT-III

The student will attach himself with a logistic organization approved by the Department for a period of eight weeks for Industry Training. The student should actively participate in the operations of the organization and should work like any other employee of that organization. At the end of the internship, the student should prepare a comprehensive report (not less than 40 pages, A4 size). The report of the work done by the student should be attested by the organization. Student should also produce a certificate of internship from the organization. All the above details should be submitted to the Department forevaluation.

MODEL QUESTION PAPERS

**FIRST SEMESTER MODEL QUESTION
PAPERS**

Mahatma Gandhi University

Model Question Paper

FIRST SEMESTER B. Voc (LOGISTICS MANAGEMENT) DEGREE

EXAMINATION

BOCG101– LISTENING AND SPEAKING SKILLS IN ENGLISH

Time: Three Hours

Maximum: 80 Marks

PART A

Answer any 10 questions. Each question carries 2 marks.

1. Describe an auto rickshaw.
2. What is intensive reading?
3. What is the difference between a definite article and an indefinite article?
4. What is rising tone?
5. What is an index?
6. What is a phrasal verb?
7. Who is a good reader?
8. What is an embedded question?
9. Write a few phrases which can be used to express mild disagreement.
10. What are the three functions of conjunctions?
11. What are grammatical words?
12. What are people skills?

PART B

Answer any 6 questions. Each question carries 5 marks.

13. What is telephone etiquette?
14. Who is an active listener?
15. Prepare a vote of thanks to be presented for the residents' association meeting.
16. Write short note on conjunctions.
17. What are the features of fluent speech?
18. You are a project leader. Introduce the members of your team to a visiting dignitary.
19. Write a short note on reading for a purpose.
20. What are the steps in cancelling and rescheduling appointments?
21. Describe the qualities of your college to your friends.

PART C

Answer any 2 questions. Each question carries 15 marks.

22. Discuss ‘ the importance of social media’ with two other participants in a group discussion.
23. a) Write a conversation with your panchayath member, complaining about the lack of streetlights.
b) Write a model interview you make with an actor.
24. Write a note on subject-verb agreement.
25. What are the roles and functions in a group discussion?

Mahatma Gandhi University

Model Question Paper

First Semester B. Voc (LOGISTICS MANAGEMENT) DEGREE EXAMINATION

BOCC111 – Business Mathematics (For B.Voc. Programme in Logistic Management (2019 Admissions onwards))

Time: 3 Hrs

Max. Marks: 80

Part A

Answer all 10 questions. Each question carries 2 marks

1. If $A = (4, 5)$ and $AX = A$
2. If $A : B = 2:3$, $B:C=3:4$, what is $A : C$?
3. Evaluate $\log_5 256$
4. Which term of the series 2, 5, 8are 53?
5. Insert 3 GMS between 3 and 48
6. Find the sum of the series $1^2 + 3^2 + 5^2 + \dots + n$ terms
7. Find the transpose of the matrix $\begin{vmatrix} 8 & 3 & 2 \\ 6 & 4 & 7 \\ 5 & 1 & 3 \end{vmatrix}$
8. If the sum of r terms of an AP is $3p^2 + 4p$, find n^{th} term
9. Solve for x , $\log_4 0.256 = x$
10. Find $x : y$, if $12x : 17y$
11. Find out AB if:
$$A = \begin{vmatrix} 12 & 14 \\ 20 & 5 \end{vmatrix}$$

$$B = \begin{vmatrix} 3 & 9 \\ 0 & 2 \end{vmatrix}$$
12. At 10 percent per annum compound interest, a sum of money accumulates to Rs.8,650 in 5 years. Find the sum invested initially

Part B

Write short answers on any six questions out of twelve.
Each question carries 5 marks

13. Solve : $5/2 x + 7/3 = 5/3 x - 1/3$
14. If $a : b = c : d$, then show that $\frac{a+b}{a-b} = \frac{c+d}{c-d}$

15. Solve the equation:

$$\begin{vmatrix} 3x-8 & 3 & 3 \\ 3 & 3x-8 & 3 \\ 3 & 3 & 3x-8 \end{vmatrix} = 0$$

16. What principal will amount to Rs. 645 in $1\frac{1}{2}$ years at 5 percent simple interest?
17. If $P = \{1, 2, 3\}$: $Q = \{a, b\}$ verify whether $P \times Q = Q \times P$
18. How many diagonals a polygon of 6 sides have?
19. Find the difference between compound interest and simple interest for 2 years. On a sum of Rs.1600 at 4 percent per annum
20. In how many ways can a committee of 6 men and 2 women be formed out of 10 men and 5 women?
21. If $\log 7 = 0.8451$, find the number of digits in 7^{10}

Part C

Write essays on any two questions out of four. Each question carries 15 marks

22. The first, tenth and twenty eighth terms of an AP are 3 successive terms of a GP. Find the common ratio of the GP. Given that the sum of the first 28 terms of the AP is 210. Find its first term.
23. A Candidate is required to answer 6 out of 12 questions which are divided into two groups each containing 6 questions and he is permitted to attempt not more four from any group. In how many different ways can he make up his choice?
24. Sum to n terms of the series $13 + 107 + 1011 + 10015 + \dots$
25. A sinking fund is created for the redemption of debentures of Rs.1,00,000 at the end of 25 years. How much money should be provided out of profits each year for the sinking fund, if the investment can earn interest at 4% p.a?

Mahatma Gandhi University

Model Question Paper

First Semester B. Voc (LOGISTICS MANAGEMENT) DEGREE EXAMINATION

BOCC112- Introduction to logistics Management

Time: Three Hours

Maximum: 80 Marks

Part A (Short Answer Questions)

Answer any 10 questions (each questions carries 2 marks each)

1. Define logistics.
2. What is supply chain management?
3. What is 5PL?
4. What is logistics management?
5. Who is 3rd party logistics?
6. What is breaking bulk?
7. Who is a customer adapter?
8. What is lean strategy?
9. What is retail logistics?
10. What is distribution channel?
11. What is warehousing?
12. What is inventory Control? **2 x 10 = 20 Marks**

Part B (Descriptive / Short Essay Questions)

Answer any 6 of the following questions

Each question carries 5 Marks

13. Draw and explain organisational chart.
14. Explain fourth party logistics.
15. What are the advantages of third party logistics?

16. Explain the role of logistics provides.
17. Explain logistics cycle.
18. Explain the process of logistics management
19. What are the elements of logistics?
20. Explain the role of logistics managers in strategic decisions?
21. What is integrated logistics management? **5 x 6 = 30**

Part C (Long Essays)
Answer Anytwo of the following
Each question carries 15 Marks.

22. Explain channel structures in logistics providers.
23. Explain the importance of logistics customer service in supply chains.
24. Explain the role of managers in strategic logistics decision making.
25. “The scope of logistics management India is limited” comment

15 x 2 = 30

Mahatma Gandhi University

Model Question Paper

First Semester B. Voc (LOGISTICS MANAGEMENT) DEGREE

EXAMINATION

BOCC113– Fundamentals of Accounting

Time: Three Hours

Maximum: 80 Marks

Part A (Short Answer Questions)

Answer any 10 questions (each questions carries 2 marks each)

1. Define Accounting?
2. What is a “Transaction”?
3. Give the rule to journalize the Transactions of Real Account
4. What do you mean by GAAP?
5. What do you mean by open entry?
6. What is a Journal?
7. What is Depreciation?
8. What is bill of exchange
9. What is a cash book?
10. What is a promissory note?
11. What do you mean by double entry system?
12. What is a bank reconciliation statement?

2 x 10 = 20

Marks

Part B (Descriptive / Short Essay Questions)

Answer any 6 of the following questions

Each question carries 5 Marks

13. What are the objectives of accounting
14. Name the uses of accounting records of an organisation
15. What are the functions of accounting?
16. What are the different types of accounts? Give examples
17. What is double entry system of book keeping?
18. What do you mean by assets? Give examples
19. What are the different types of liabilities? Give examples.

20. Find out the transaction from the following journal entries –

	Rs.	Rs.
a) Cash a/c dr.	10000	
Stock a/c/ dr.	5000	
To capital a/c		15000
b) Machinery a/c dr.	25000	
To Midun traders		25000

21. What is a ledger?

5 x 6 = 30

Part C (Long Essays)

Answer Anytwo of the following

Each question carries 15 Marks

22. Explain the accounting concepts and conventions

23. What is Depreciation? Explain the methods of providing depreciation.

24. Penpol Co. Purchased a machinery on 1st April, 2008 for Rs.8,40,000 and Rs. 60,000 on installation of the machinery immediately. Life of the machine is estimated as four years and at the end of which its scrap value is expected to be Rs100000. The company has decided to depreciate the machinery under Straight Line Method. The company closes its books of accountants on 31st March every year. Show Machinery a/c for the four years.

25. From the following Ledger Balances of Chandan Trading Company prepare Trial Balance 31st March 2014

Particulars	Rs.
Chandan's Capital	4,05,000
Chandan's Drawings	32600
Patents and trade marks	18000
Opening Stock	37800
Salaries and Wages	47300
Purchases	133200
Sales	278000
Plant and Machinery	247000
Return Outward	4700
Printing and Stationary	17500
Loan from Bank	85000
Land and Building	237000
Debtors	41200
Creditors	55700
Discount received	12400
Interest paid on Bank Loan	28800

15 x 2 = 30

**SECOND SEMESTER MODEL QUESTION
PAPERS**

Mahatma Gandhi University

Model Question Paper

Second Semester B. Voc (LOGISTICS MANAGEMENT) DEGREE EXAMINATION

BOCG201 –WRITING AND PRESENTATION SKILLS IN ENGLISH

Time: Three Hours

Maximum: 80 Marks

Part A (Short Answer Questions)

Answer any 10 questions (each questions carries 2 marks each)

1. What is a resume?
2. What is a group discussion?
3. What is a project report?
4. What is proxemics?
5. What is a letter of enquiry?
6. What is a flip chart?
7. What is a seminar?
8. What is a power of attorney?
9. What is netiquette?
10. What are narrative essays?
11. What are the components of a typical seminar paper?
12. What is para language?

2 x 10 = 20 Marks

Part B (Descriptive / Short Essay Questions)

Answer any 6 of the following questions

Each question carries 5 Marks

13. What are the important points to be considered while sending collection letters?

14. What is a channel of communication? What are the different types of channel of communication?
15. Write a letter to the editor about the street dog menace in your city.
16. You want to sell your book collection. Prepare a notice to be put up in the college notice board.
17. Write a short note on Kinesics.
18. Prepare an agenda for the monthly board meeting of your firm.
19. What are the points to be remembered while filling an application form?
20. You are the owner of a supermarket. Write a letter inviting quotations from a wholesale dealer.
21. Write a short note on visual aids that are often used in presentations.

5 x 6 = 30

Part C (Long Essays)

Answer Anytwo of the following

Each question carries 15 Marks

22. You are Ravi/Jaya. Prepare an application letter and a resume for the post of an assistant engineer.
23. Write an essay arguing for or against single sex educational institutions.
24. What are the barriers to effective communication? How can we overcome them?
25. Write a descriptive essay about your favorite place.

15 x 2 = 30

Mahatma Gandhi University

Model Question Paper

Second Semester B. Voc (LOGISTICS MANAGEMENT) DEGREE EXAMINATION

BOCC211 – Domestic Logistics Management

Time: 3 Hrs

Max. Marks: 80

Part A

Answer all 10 questions. Each question carries 2 marks

1. What is Logistic Management?
2. Name few types of vehicles.
3. What is overhead cost?
4. What is LTL?
5. What is operating license?
6. What is GPS?
7. What is whole life costing?
8. What is exceptional load?
9. What is a transport resource requirement?
10. What are the main types of vehicle body?
11. What is bill of Lading?
12. What is meant by bulk cargo?

Part B

**Write short answers on any eight questions out of twelve.
Each question carries 5 marks**

13. What are the different characteristics of vehicle selection?
14. What are the main types of road freight transport?
15. What are the implications of vehicle selection?
16. Explain Zero Based Budgeting.
17. Differentiate between FTL and LTL
18. What do you mean by invoicing and information flow?
19. What is meant by operator license?
20. Explain implications of vehicle selection.
21. What are the main types of vehicle costing systems?

Part C

Write essays on any two questions out of four. Each question carries 15 marks

22. What is a transport resource requirement? Explain its features and advantages
23. Explain the various types of costing systems of vehicle

24. Elaborate various methods of vehicle routing and scheduling
25. Explain the importance and features of vehicle cost comparisons.

Mahatma Gandhi University

Model Question Paper

Second Semester B. Voc (LOGISTICS MANAGEMENT) DEGREE EXAMINATION

BOCC212 – BUSINESS COMMUNICATION

**Time: Three Hours
Marks**

Maximum: 80

Part A (Short Answer Questions)

Answer any 10 questions (each questions carries 2 marks each)

1. What is meant by business communication ?
2. What is meant by feedback?
3. What is verbal communication?
4. What is meant by informal communication?
5. What is the purpose of listening?
6. State the need for rehearsing of speech?
7. What do you mean by Group discussion?
8. What is Delphi technique?
9. What is email
10. What is video conferencing?
11. What is kinesics?
12. What is grapewine communication?

2 x 10 = 20 Marks

Part B (Descriptive / Short Essay Questions)

Answer any 6 of the following questions

Each question carries 5 Marks

13. State the process of communication.
14. Mentioned the ways to overcome the communication barrier
15. State the different types of non-verbal communication
16. What are the importance of Lateral and Diagonal communication?
17. What are the responsibilities of a good listener?
18. What are the characteristics of a good speech
19. What are the significance of Brainstorming sessions?
20. State the features of group discussion.
21. State the procedure to create an e-mail

5 x 6 = 30

Part C (Long Essays)
Answer Anytwo of the following
Each question carries 15 Marks

22. What are the common barriers to communication in an organisation
23. What are the various media of communication? Explain
24. What are the barriers to effective listening? How can we overcome it
25. Explain the advantages and disadvantages of Group discussion.

Mahatma Gandhi University

Model Question Paper

Second Semester B. Voc (LOGISTICS MANAGEMENT) DEGREE EXAMINATION BOCC213 : WAREHOUSE MANAGEMENT

Time: Three Hours

Maximum: 80 Marks

Part A (Short Answer Questions)

Answer any 10 questions (each questions carries 2 marks each)

1. What is a decentralized warehouse.
2. What is throughput rate?
3. What is Distribution Center?
4. What is JIT Inventory?
5. What is RFID Technology?
6. What is randomized storage?
7. What you mean by MRO?
8. What is RDC?
9. What is WIP Inventory.
10. What are the three functions of Supply chain?
11. What are seasonal Inventory?
12. What are Buffer stock?

2 x 10 = 20 Marks

Part B (Descriptive / Short Essay Questions)

Answer any 6 of the following questions

Each question carries 5 Marks

13. What do you mean by automated storage and retrieval systems?
14. What is Capacity Planning?
15. What is over-stocking of Inventories?.
16. Write short note on functions of inventories in an organization?
17. What is ABC Analysis used in Inventory Management?

18. What are the functions in a warehouse.
19. Write a short note on Material Handling system.
20. What are the basic warehouse operations ?
21. What is LIFO and FIFO?

5 x 6 = 30

Part C (Long Essays)
Answer Anytwo of the following
Each question carries 15 Marks

22. Discuss how inventory managed in single-echelon network and multiple-echelon network and state the advantages.
23. What are the performance measures used in material handling
24. Explain DRP.
25. Explain why there is a need for inventory?

15 x 2 = 30