

**ST. ALBERT'S COLLEGE  
ERNAKULAM**



**B.VOC. DEGREE PROGRAMME**

**IN**

**LOGISTICS MANAGEMENT**

**REGULATION, SCHEME AND SYLLABUS**

**(2017 ADMISSION ONWARDS)**

**REGULATIONS**

**1. TITLE**

These regulations shall be called “ST. ALBERT’S COLLEGE (AUTONOMOUS), ERNAKULAM - REGULATIONS FOR B. VOC. PROGRAMMES 2019”.

## 2. SCOPE

This applies to all regular B. Voc. Programmes conducted by the College with effect from 2019 admissions. The medium of instruction is English except in the case of language courses other than English unless otherwise stated therein.

## 3. DEFINITIONS

‘Academic Week’ is a unit of five working days in which the distribution of work is organized from day one to day five, with five contact hours of one-hour duration on each day / is a unit of six working days in which the distribution of work is organized from day one to day five with 4 hours and day six with 5 contact hours of one-hour duration on each day as decided by the Governing body of the College.

- 3.1 NSQF means National Skills Qualifications Framework
- 3.2 ‘General components’ means a course that provides a general awareness about the discipline.
- 3.3 ‘Skill components’ means a course in the subject of specialization within a vocational degree programme.
- 3.4 ‘Course’ means a portion of a subject to be taught and evaluated in a semester (similar to a paper under the annual scheme).
- 3.5 ‘OJT’ means On-the-job training.
- 3.6 ‘HoT’ means Hands-on training.
- 3.7 ‘Credit’ is the numerical value assigned to a paper according to the relative importance of the syllabus of the programme.
- 3.8 ‘Department’ means any teaching department in a college.
- 3.9 ‘Examination Coordinator’ is a teacher nominated by a Department Council to coordinate the continuous evaluation undertaken in that department.
- 3.10 ‘Department Council’ means the body of all teachers of a department in a college.
- 3.11 ‘Class Tutor’ means a teacher from the department nominated by the Department Council, who will advise the student on academic matters.
- 3.12 Grace Marks shall be awarded to candidates as per the Orders issued from the college from time to time at par with the affiliating University.
- 3.13 ‘Grade’ means a letter symbol (A, B, C, etc.), which indicates the broad level of performance of a student in a Paper/Course/ Semester/Programme.
- 3.14 ‘Credit Point’ (CP) is the numerical indicator of the percentage of marks awarded to a student in a course.

- 3.15 'Institutional Average (IA)' means average mark secured (Internal + external) for a course at the college level.
- 3.16 'Parent Department' means the department which offers the skill course/courses within an undergraduate programme.
- 3.17 'Programme' means a three-year programme of study and examinations spread over six semesters, the successful completion of which would lead to the award of a degree.
- 3.18 Semester' means a term consisting of 90 working days, inclusive of tutorials, examination days, and other academic activities within a period of five months.
- 3.19 'Vocational Course' (Skill Enhancement Course) means a course that enables the students to enhance their practical skills and ability to pursue a vocation in their subject of specialization.
- 3.20 Words and expressions used and not defined in this regulation shall have the same meaning assigned to them in the Acts and Regulations of UGC, Department of Higher Education, the affiliating University and regulations of the College.

#### **4. ELIGIBILITY FOR ADMISSION AND RESERVATION OF SEATS**

- 4.1 A pass in Plus Two or equivalent examination or an examination recognized as equivalent thereto by UGC and affiliating University unless for certain programmes in which eligibility for admissions are approved by the Governing body and mentioned in the Prospectus.
- 4.2 Eligibility for admissions and reservation of seats for various Undergraduate Programmes shall be according to the rules framed by the Governing Body of the College in this regard, from time to time at par with the UGC norms and regulations of the Government of Kerala.

#### **5. CURRICULUM**

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

#### **6. DURATION**

- 6.1 The duration of the U.G. programme shall be 6 semesters.
- 6.2 There shall be two semesters in an academic year, the "ODD" semester commences in June, and on completion, the "EVEN" Semester commences.
- 6.3 There shall be a two month vacation during April/May.
- 6.4 The certification levels will lead to Diploma/ Advanced Diploma/B.Voc Degree and will be offered under the aegis of the College in association with the respective sector skill

council of the programme in accordance with the NSQF as outlined in the Table given below.

Award	Duration
Diploma	2 Semesters
Advanced Diploma	4 Semesters
B.Voc. Degree	6 Semesters

## 7. ELIGIBILITY FOR HIGHER STUDIES

Those who pass B.Voc. Degree programmes are eligible for admission to higher studies.

## 8. CREDIT CALCULATION

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

One Credit would mean the equivalent of 15 periods of 60 minutes each, for theory, workshops/labs, and tutorials;

For internship/fieldwork/OJT/HOT, the credit weightage for equivalent hours shall be 50% of that for lectures/workshops.

## 9. REGISTRATION

The strength of students for each programme shall be as per the existing orders issued by the College following the UGC guidelines.

## 10. SCHEME AND SYLLABUS

- 10.1 The U.G. programmes shall include (a) General components, (b) Skill components.
- 10.2 Credit Transfer and Accumulation system can be adopted in the programme with the concurrence of the Governing Body of the College. Transfer of Credit consists of acknowledging, recognizing and accepting credits by an institution for programmes or courses completed at another institution. The Credit Transfer Scheme shall allow students pursuing a programme in one College/University to continue their education in another College/University without break.
- 10.3 A separate minimum of 30% marks each for internal and external (for both theory and practical) and an aggregate minimum of 40% are required for a pass for a course. For the programmes with practical examinations, the practical examinations will be conducted every semester or at the end of even semesters as applicable.
- 10.4 For a pass in a programme, a separate minimum of Grade E is required for all the individual courses. If a candidate secures an 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 E Grade or above within the permitted period. The candidate who secures E Grade and above will be eligible for higher studies.

## 11. PROGRAMME STRUCTURE

The B.Voc. programme shall include the following elements:

- General Education Components
- Skill Components
- Project
- Internships
- OJT
- Soft skills and Personality Development Programmes
- Industrial Visits
- HOT

	PARTICULARS	B.Voc Programmes
A	Programme Duration	6 Semesters
B	Total Credits required for successful completion of the Programme	180
C	Credits required from Skill Component	108
D	Credits required from General Component	72
G	Minimum attendance required	75%

## 12. COURSE STRUCTURE

NSQF Level	Credits		Normal Duration	Exit Points / Awards
	Skill Component	General Component		
Year 1	36	24	Two Semesters	Diploma
Year 2	36	24	Four Semesters	Advanced Diploma
Year 3	36	24	Six Semesters	B. Voc. Degree

As per the UGC guidelines, there are multiple exit points for a candidate admitted to this course. If he/she is completing all six semesters successfully, he/she will get a B. Voc. Degree. If he/she is completing the first four semesters successfully, he/she will get an Advanced Diploma. If he/she is completing the first two semesters successfully, he/she will get a Diploma. A B.Voc. Degree holder is expected to acquire the skills needed for a Manager/Entrepreneur/skilled employee.

### 13. ATTENDANCE

The minimum number of hours of lectures, tutorials, seminars or practicals which a student shall be required to attend for eligibility to appear at the end semester examination shall not be less than 75% of the total number of lectures, tutorials, seminars, or practical sessions and shall have 75% separate attendance during their internship/OJT/HOT period also. Internships, HOT/OJT and soft skill and personality development programmes are part of the course and students must meet the attendance requirements for these activities to complete a semester.

### 14. EXAMINATION

The evaluation of each paper shall contain two parts:

Internal or In-Semester Assessment (ISA)

External or End-Semester Assessment (ESA)

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

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

All papers (theory & practical), 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
90 and above	A+ - Outstanding	10
80-89	A – Excellent	9
70-79	B - Very Good	8
60-69	C – Good	7
50-59	D – Satisfactory	6
40-49	E – Adequate	5
Below 40	F – Failure	4

### 15. CREDIT POINT AND CREDIT POINT AVERAGE

**The 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 Credit Point Average (SCPA)** of a Semester is calculated using the formula:

$SCPA / CPA = TCP/TC$ , where TCP is the Total Credit Point of that semester.

**Cumulative Credit Point Average (CCPA)** is calculated using the formula:

$CCPA = TCP/TC$ , where TCP is the Total Credit Point of that programme.



**Credit Point Average (CPA)** of different categories, of course, is calculated using the formula:

**CPA = 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:

CPA	Grade	
Above 9	A+	Outstanding
Above 8, but below or equal to 9	A	Excellent
Above 7, but below or equal to 8	B	Very Good
Above 6, but below or equal to 7	C	Good
Above 5, but below or equal to 6	D	Satisfactory
Above 4, but below or equal to 5	E	Adequate
4 or below	F	Failure

## 16. MARK DISTRIBUTION FOR EXTERNAL AND INTERNAL EVALUATIONS

The external theory examination of all semesters shall be conducted by the college at the end of each semester. Internal evaluation is to be done by continuous assessment. For all courses, the total marks for external examination is 80 and the total marks for internal evaluation is 20.

For the courses having both theory and practical components, the external examination marks would include 60 for theory and 20 for practical. The internal evaluation would remain the same as above.

Mark distribution for external and internal assessments and the components for internal evaluation with their marks are shown below:

### 16.1 For all theory courses

Marks of external Examination : 80

Marks of internal evaluation : 20

Components of Internal Evaluation of theory	Marks
Attendance	5
Assignment/ Seminar	5
Test Paper 1	5
Test paper 2	5
<b>Total</b>	<b>20</b>

**16.2 For practical examinations,**

The total marks for external evaluation : 80

The total mark for internal evaluation : 20

Components for internal evaluation of Practical	Marks
Attendance	5
Internal Viva	5
Rough Record	5
Lab Performance	5
<b>Total</b>	<b>20</b>

\*Marks awarded for Record should be related to the number of experiments recorded and duly signed by the teacher concerned in charge.

All four components of internal assessments are mandatory unless for the courses otherwise mentioned in the BoS.

**16.3 For courses having both theory and practical components**

(a) Marks of theory- external examination : 60

(b) Marks of practical- external examination : 20

(c) Marks of internal evaluation : 20

**16.4 For projects**

Marks of external evaluation: 80

Marks of internal evaluation: 20

Components of External Evaluation of Project	Marks
Dissertation (External)	50
Viva-Voce (External)	30
<b>Total</b>	<b>80</b>

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

Components of internal Evaluation of Project	Marks
Guide visit/ review	5
Work done	5
Output	5



Report	5
<b>Total</b>	<b>20</b>

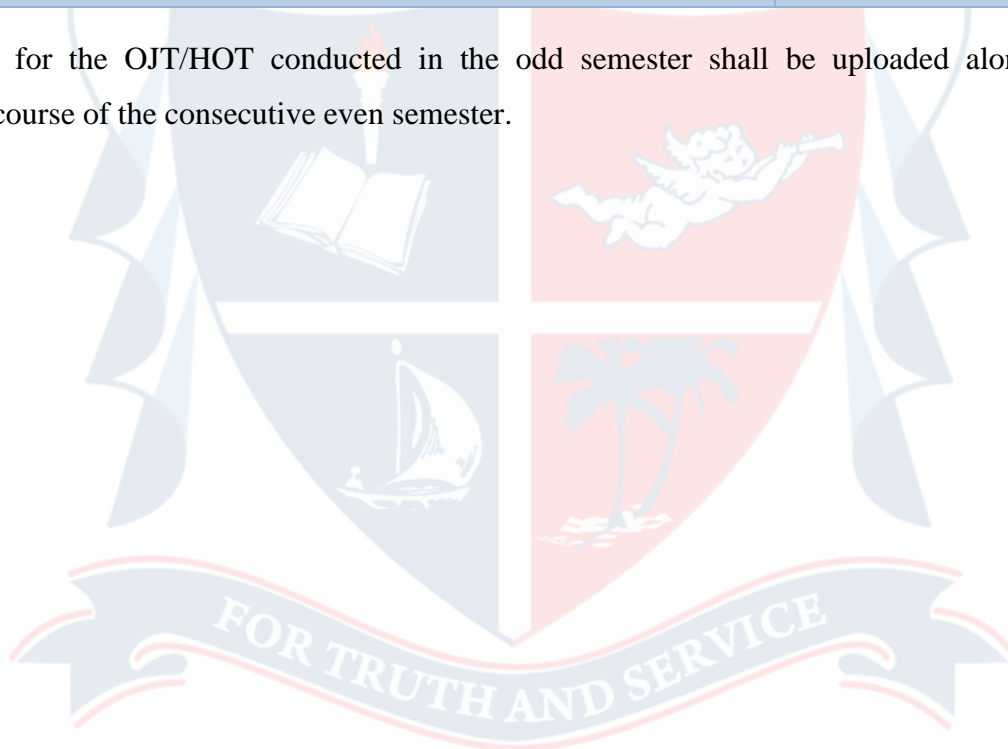
\*All four components of internal assessments are mandatory unless for the courses otherwise mentioned in the BoS

#### 16.5 For Internships/HOT/OJT

##### Components of Internal Evaluation- Internships/HOT/OJT

Components Internal evaluation- HOT/OJT	Marks
Attendance	5
Subject Knowledge/Viva	10
Report	5
<b>Total</b>	<b>20</b>

The marks for the OJT/HOT conducted in the odd semester shall be uploaded along with the Internship course of the consecutive even semester.



**Components of External Evaluation- Internships**

Components of External Evaluation of Project	Marks
Dissertation (External)	50
Viva-Voce (External)	30
<b>Total</b>	<b>80</b>

**Attendance Evaluation for all papers**

% of attendance	Marks
90 and above	5
85 – 89	4
80-84	3
76-79	2
75	1

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

**17. ASSIGNMENTS**

Assignments are to be done from I<sup>st</sup> to VI<sup>th</sup> Semesters. At least two assignments should be done in each semester for all courses.

**18. SEMINAR**

A student shall present a seminar every semester for each course.

**19. INTERNAL ASSESSMENT / TEST PAPERS**

- 19.1 At least two internal test papers are to be attended 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 department for five years and shall be made available for verification by the College. The responsibility of evaluating the internal assessment is vested on the teacher(s), who teaches the course.
- 19.2 In case of any grievances regarding internal assessment, students can follow the procedures mentioned below under Grievance Redressal Mechanism - clause number 20 in regulation.
- 19.3 The CoE shall make arrangements for giving awareness of the internal evaluation components to students immediately after the commencement of the I<sup>st</sup> semester.
- 19.4 The internal evaluation marks/grades in the prescribed format should reach the office of the Controller of Examinations, St. Albert's College before the commencement of study leave in each semester.

## **20. Grievance Redressal Mechanism with respect to internal evaluation**

The internal assessment shall not be used as a tool for personal or other types of vengeance. A student has all rights to know how the teacher arrived at the marks. There is a provision for grievance redressal regarding internal evaluation which operates at four levels. Complaints regarding the internal evaluation shall be brought to the notice of the teacher concerned in the first instance. If the student is not satisfied with the decision of the teacher concerned, he/she may appeal to the Departmental Grievance Redressal Committee which shall have the Head of the department, the class Tutor, and the teacher against whom the complaint is made, as members. The student will also have the freedom to make further appeals to the College Level Grievance Redressal Committee which shall have the Principal, the COE, and the concerned Head of the department, as members. If the student is not satisfied, he may appeal to the Governing Body.

**Level 1:** Class level: The cell is chaired by the class tutor and the course teacher or a teacher nominated by the Head of the Department.

**Level 2:** Department level: The department cell chaired by the Head of the Department, Examination Coordinator and teacher-in-charge as members.

**Level 3:** College level: A committee with the Principal as Chairman, Examination Coordinator, HOD of concerned Department and a senior teacher nominated by the college council as members.

## **21. EXTERNAL EXAMINATION (END SEMESTER EXAMINATION)**

- 21.1.** The external examination of all semesters shall be conducted by the College at the end of each semester.
- 21.2.** 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 college on valid grounds. This condonation shall not be counted for internal assessment. The 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, upon producing participation/attendance certificates, within one week, from competent authorities through the class tutor, HoD and Dean of Student Affairs and endorsed by the Principal. 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 the condonation of shortage of attendance will not be readmitted.
- 21.3.** There shall be special supplementary exams only for the fifth semester. For reappearance/improvement for other semesters, the students can appear along with the next batch.
- 21.4.** There shall be no provision for supplementary examination for the internal assessment.
- 21.5.** A pass in the internal assessment is mandatory for registering for the End semester examination.

**21.6.** A student who registers his/her name for the external exam for a semester will be eligible for promotion to the next semester provided he/she meet the academic requirements.

**21.7.** All courses shall have a unique alphanumeric code.

## **22. PATTERN OF EVALUATION FOR EXTERNAL EXAMINATION – PRACTICAL / INTERNSHIP WITH PROJECT**

The components of End Semester Examination of Practical/Internship with Project have to be set by the Chairman of the Boards of Studies concerned.

All students are required to complete Hands-on training (HOT)/ On-job training (OJT), Internship and a project, as directed in the respective syllabus. The project can be done individually or as a group, as decided by the Department. The HOT and OJT has to be done during the period as prescribed in the particular semester of the programme. The project, if it is a requisite of the syllabi, has to be done in the final year of the programme. The reports of HOT and OJT (in duplicate) have to be submitted to the department during the particular semester prescribed in the programme and the report of the project (in duplicate) is to be submitted to the department in the sixth semester. The project report should be produced before the examiners appointed by the College.

For reappearance/ improvement, the students can appear along with the next batch. A student who registers his/her name for the external exam for a semester will be eligible for promotion to the next semester.

## **23. 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 upload a detailed scheme of answer type, short essay type/problem-solving type, and long essay type questions to be generated from the question bank. A question paper shall be a judicious mix of short answer type, short essay type /problem-solving type, and long essay type questions and to be generated from the question bank.

### **23.1 Pattern of questions for external examination for theory paper without practical.**

Pattern	Total no. of questions	Number of questions to be answered	Marks of each question	Total marks
Short Answer/ Problem type	10	10	1	10
Short Answer	12	8	2	16

Short essay/problem	9	6	4	24
Essay/problem	4	2	15	30
		Total		80

**23.2 Pattern of questions for external examination for courses having both theory and practical components.**

Pattern	Total no. of questions	Number of questions to be answered	Marks of each question	Total marks
Short Answer/ Problem type	8	8	1	8
Short Answer	10	6	2	12
Short essay/problem	6	4	4	16
Essay/problem	4	2	12	24
		Total		60

**24. MARK CUM GRADE CARD**

The College under its seal shall issue to the students a MARK CUM GRADE CARD on completion of each programme, which shall contain the following information:

- Name of the College
- Title & Model of the B.Voc Programme
- Name of the Semester
- Name and Register Number of the student
- Date of publication of result
- Code, Title, Credits, and Maximum Marks (Internal, External & Total) of each course opted in the semester.
- Internal, External and Total Marks awarded, Grade, Grade point, and Credit point in each course opted in the semester.
- The total credits and total credit points in the semester.
- Semester Credit Point Average (SCPA) and corresponding Grade.
- Cumulative Credit Point Average (CCPA), CPA corresponding to General and skill Courses.
- The final Mark cum Grade Card issued at the end of the final semester shall contain the details of all courses taken during the final semester examination and shall include the final Grade (SCPA) scored by the candidate from 1st to 5th semesters, and the overall Grade for the total programme.

## 25. RANK/POSITION CERTIFICATE

The college publishes a position list of the top 5 candidates for each programme after the publication of 6th-semester results. Position certificate shall be issued to candidates who secure positions from 1st to 3rd in the rank list. Candidates shall be ranked in the order of merit based on the CCPA scored by them. Grace marks awarded to the students should not be counted in fixing the rank/position. Rank certificate and position certificate shall be signed by the Controller of Examinations.

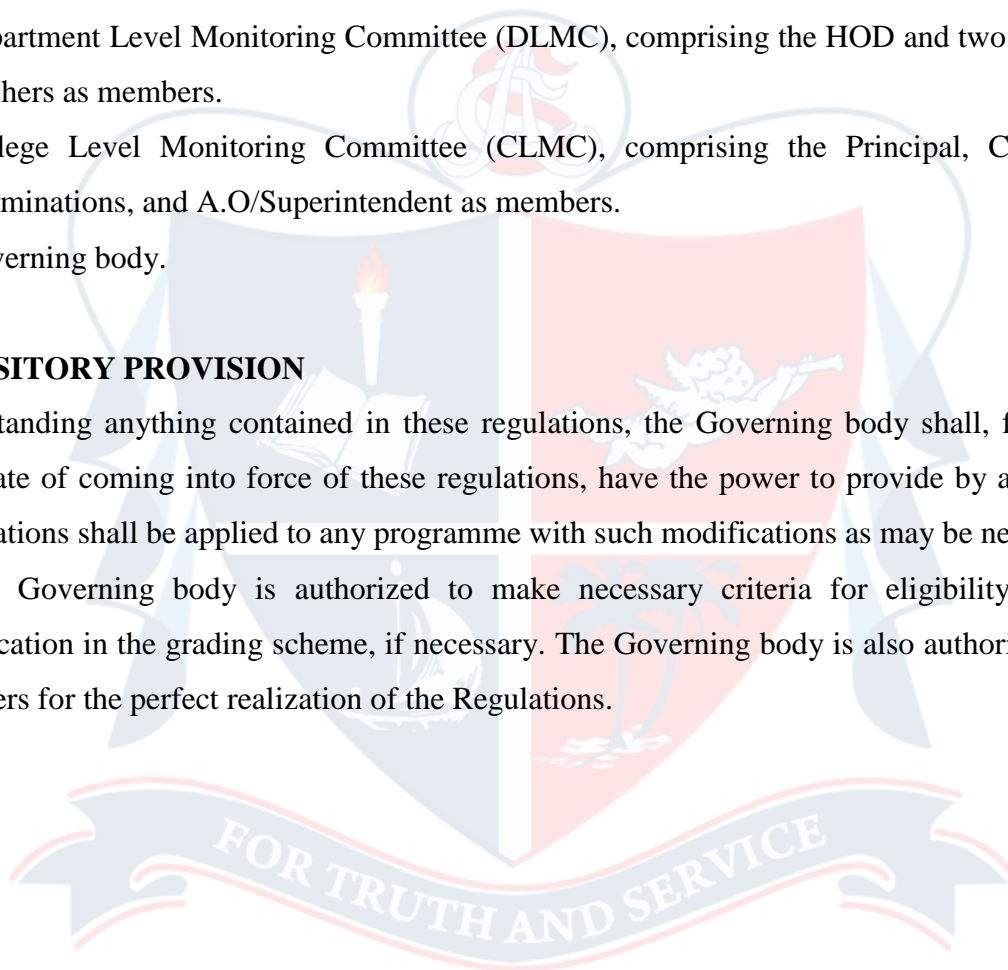
**26.** There shall be 3 level monitoring committees for the successful conduct of the programme. They are -

- 26.1 Department Level Monitoring Committee (DLMC), comprising the HOD and two senior-most teachers as members.
- 26.2 College Level Monitoring Committee (CLMC), comprising the Principal, Controller of Examinations, and A.O/Superintendent as members.
- 26.3 Governing body.

## 27. TRANSITORY PROVISION

Not with standing anything contained in these regulations, the Governing body shall, for one year from the date of coming into force of these regulations, have the power to provide by an order that these regulations shall be applied to any programme with such modifications as may be necessary.

- 27.1 The Governing body is authorized to make necessary criteria for eligibility for higher education in the grading scheme, if necessary. The Governing body is also authorized to issue orders for the perfect realization of the Regulations.





**Annexure I: Model Mark Cum Grade Card**

St. Albert's College (Autonomous)

Ernakulam-682 018, Kerala, India.

Accredited by National Assessment and Accreditation Council (NAAC)

at A Grade ISO 9001: 2015 Certified

Affiliated to Mahatma Gandhi University, Kottayam, Kerala

**GRADE CARD**

NAME OF THE CANDIDATE										<b>Student Photo</b>		
PERMANENT REGISTER NUMBER (PRN):												
DEGREE												
PROGRAMME												
STREAM												
NAME OF THE EXAMINATION												
DATE OF ISSUE												
COURSE CODE	COURSE TITLE	CREDITS	MARKS						G P	GRADE	CG P	RESULT
			INTERNAL		EXTERNAL		TOTAL					
			AWARDED	MAXIMUM	AWARDED	MAXIMUM	AWARDED	MAXIMUM				
General Component												
Skill Component												
	TOTAL											
	SEMESTER RESULT	SCPA:							SG:			

Controller of Examinations

Principal

**Annexure II: Consolidated Model Mark cum Grade Card**

St. Albert's College(Autonomous)

Ernakulam-682 018, Kerala, India.

Accredited by National Assessment and  
Accreditation Council (NAAC) at A Grade ISO  
9001: 2015 Certified

Affiliated to Mahatma Gandhi University, Kottayam, Kerala

**CONSOLIDATED MARK CUM GRADE CARD**

NAME OF THE CANDIDATE							S
PERMANENT REGISTER NUMBER (PRN)							
DEGREE							
PROGRAMME							
STREAM							
DATE OF BIRTH							
DATE OF ELIGIBILITY							
SEMESTER RESULTS							
SEMESTER	MARKS AWARDED	MAXIMUM MARKS	CREDITS	SCPA	GRADE	MONTH AND PASSING	
SEMESTER 1							
SEMESTER 2							
SEMESTER 3							
SEMESTER 4							
SEMESTER 5							
SEMESTER 6							
TOTAL							
PROGRAMME PART RESULTS							
PROGRAMME PART			MARKS	MAXIMUM	CREDIT	CRED	

			AWARDED		MARKS				POINTS				
GENERAL COMPONENTS													
SKILL COMPONENTS													
TOTAL													
FINAL RESULT													
CREDITS			CCPA		GRADE				RESULT				
COURSE CODE	COURSE TITLE	MARKS											R
		CREDITS	AWARDED	INTERNAL MAXIMUM	AWARDED	MAXIMUM	AWARDED	MAXIMUM	AWARDED				
SEMESTER 1													
General Components													
Skill Components													
SEMESTER RESULT		SCPA:									SG:		
SEMESTER 2													
General Components													
Skill Components													
SEMESTER RESULT					SCPA:					SG:			
SEMESTER 3													
General Components													
Skill Components													

SEMESTER RESULT			SCPA:								SG:	
SEMESTER 4												
General Components												
Skill Components												
SEMESTER RESULT				SCPA:				SG:				
SEMESTER 5												
General Components												
Skill Components												
SEMESTER RESULT			SCPA:								SG:	
SEMESTER 6												
General Components												
Skill Components												
SEMESTER RESULT			SCPA:								SG:	

Controller of Examinations

Principal

**Annexure III: Reverse side of the mark cum Grade Card (Common to all Semesters)****DESCRIPTION OF EVALUATION PROCESS****Grade and Grade Point**

The evaluation of each course comprises Internal and External components with the ratio 1:4 for all courses. Grade and grade points are given on a 7-point scale based on the percentage of marks (internal + external) as given in table 1. Decimals are corrected to next higher whole number.

**Table I**

% of Marks	Grade	Grade Point
90 and above	A+ - Outstanding	10
80 – 89	A – Excellent	9
70 – 79	B - Very Good	8
60 – 69	B+ - Good	7
50 – 59	D – Satisfactory	6
40-49	E – Adequate	5
Below 40	F – Failure	4

**Credit Point and Credit Point Average**

Credit point (CP) of a course is calculated using the formula  $CP = C \times GP$  Where C = Credit, GP = Grade Point

Credit Point average of a semester (SCPA) or Cumulative Credit Point Average (CCPA) for a programme is calculated using Total Credit point, TC = Total Credit

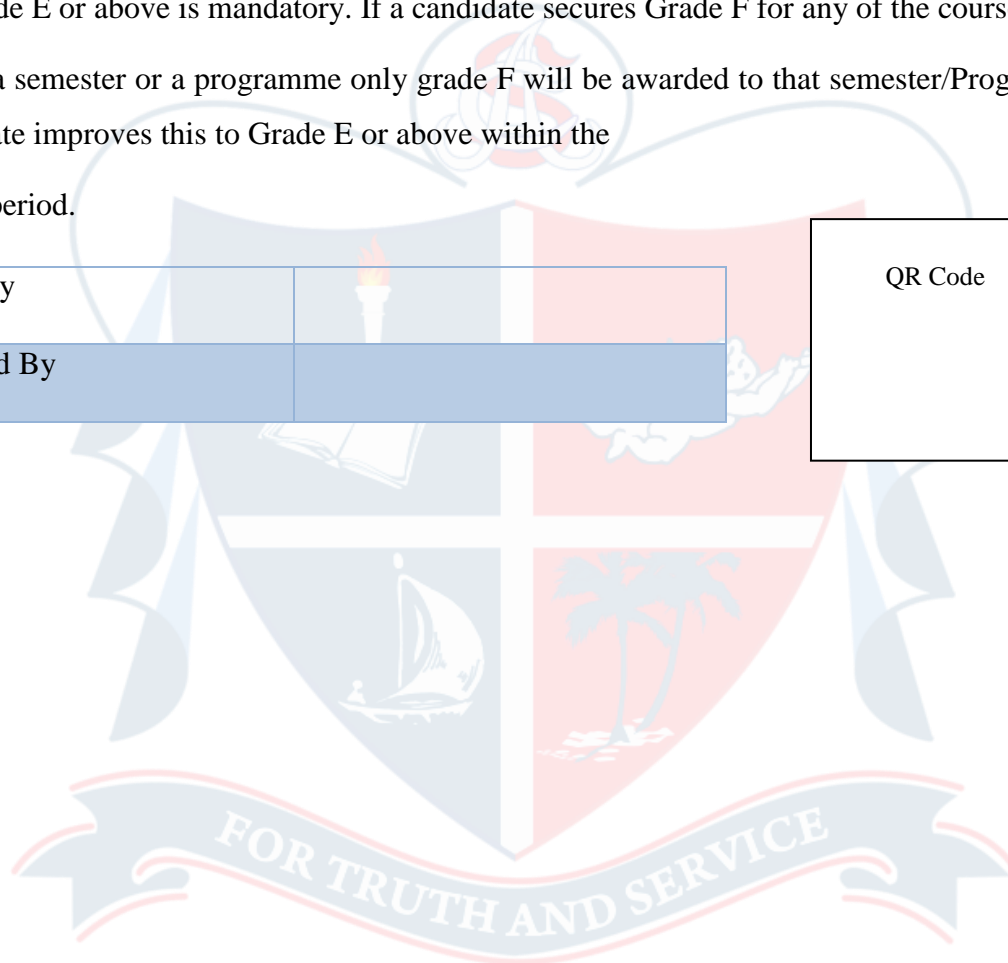
CCPA	Grade
Above 9	A + - Outstanding
Above 8 but $\leq 9$	A – Excellent
Above 7 but $\leq 8$	B - Very Good

Above 6 but $\leq 7$	C – Good
Above 5 but $\leq 6$	D – Satisfactory
Above 4 but $\leq 5$	E – Adequate
$\leq 4$	F – Failure

Note: A separate minimum of 30 % marks each for internal and external (for both Theory and practical) and an aggregate minimum of 40 % is required for a pass in a course. To pass in a programme, a separate minimum of Grade E for all the individual courses and an overall grade E or above is mandatory. If a candidate secures Grade F for any of the courses offered in a semester or a programme only grade F will be awarded to that semester/Programme until the candidate improves this to Grade E or above within the permitted period.

Read By	
Verified By	

QR Code





**PROGRAMME STRUCTURE****Semester - I**

Sl. No.	Course Code	Title	GC/SC	Hrs/Week	Credits
	VOC02-ENG1CCT0				
1	117 VOC02-LMG1CMT0	Listening and Speaking Skills in English	GC	4	5
2	117 VOC02-LMG1CMT	Business Mathematics	GC	4	5
3	0217 VOC02-LMG1CRT0	IT For Business	GC	5	5
4	117 VOC02-LMG1CRT0	Introduction to Logistics Management	SC	4	5
5	217 VOC02-LMG1CMP	Fundamentals of Accounting	SC	4	5
6	0117	General Informatics LAB - I	GC	4	5

<b>Semester - II</b>					
<b>Sl. No.</b>	<b>Course Code</b>	<b>Title</b>	<b>GC/SC</b>	<b>Hrs/Week</b>	<b>Credits</b>
1	VOC02-ENG2CCT0117	CRITICAL Thinking Academic writing and Presentation	GC	5	5
2	VOC02-LMG2CMT0117	Principles of Management	GC	5	5
3	VOC02-LMG2CRT0117	Domestic Logistics Management	SC	5	5
4	VOC02-LMG2CRT0217	Warehouse Management	SC	5	5
5	VOC02-LMG2CRP0117	Computerized Accounting Lab	SC	5	5
6	VOC02-LMGCRT0217	Internship with Project - I	SC		5

<b>Semester - III</b>					
<b>Sl. No.</b>	<b>Course Code</b>	<b>Title</b>	<b>GC/SC</b>	<b>Hrs/Week</b>	<b>Credits</b>
1	VOC02-LMG3CMT0117	Business Communication	GC	4	5
2	VOC02-LMG3CMT0217	Business Statistics	GC	4	5
3	VOC02-LMG4CRT0117	Principles of Logistics Information Systems	SC	4	5
4	VOC02-LMG3CRT0217	Inventory Management	SC	4	5
5	VOC02-LMG3CRT0317	Shipping and Ocean Freight Logistics Management	SC	5	5
6	VOC02-LMG3CMP0117	General Informatics LAB - II	GC	4	5

<b>Semester - IV</b>					
<b>Sl. No.</b>	<b>Course Code</b>	<b>Title</b>	<b>GC/SC</b>	<b>Hrs/Week</b>	<b>Credits</b>
1	VOC02-LMG4CMT0117	SOFT SKILL AND PERSONALITY DEVELOPMENT	GC	5	5
2	VOC02-LMG4CMT0217	Supply Chain Management	GC	5	5

3	VOCO2-	International Logistics Management	SC	5	5
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	LMG4CRT0 117				
4	VOC02- LMG4CRT0 217	Export and Import - Policies & Procedures	SC	5	5
5	VOC02- LMG4CRT0 317	Air Cargo Logistics Management	SC	5	5
6	VOC02- LMG4CRP0 117	Internship with Project - II	SC		5

**Semester - V**

Sl. No.	Course Code	Title	GC/SC	Hrs/Week	Credits
1	VOC02- LMG5CMT0 117	Enterprise Resource Planning (ERP)	GC	4	5
2	VOC02- LMG5CMT0 217	Customer Relationship Management (CRM)	GC	4	5
3	VOC02- LMG5CRT0 117	Business Ethics and Global Business Management	SC	4	5
4	VOC02- LMG5CRT0 217	Human Resource Management	SC	5	5
5	VOC02- LMG5CRT03 17	Marketing Management	SC	4	5
6	VOC02- LMG5CMP O317	ERP Lab	GC	4	5

**Semester - VI**

Sl. No.	Course Code	Title	GC/SC	Hrs/Week	Credits
1	VOC02- LMG6CMT0 117	ENTREPRENURESHIP DEVELOPMENT	SC	5	5
2	VOC02- LMG6CRT0 217	Operations Management	SC	5	5
3	VOC02- LMG6CRT0 317	Transportation and Distribution Management	SC	5	5
	VOC02-				



	417				
	VOC02- LMG6CRT0				
5	117	Internship with Project – III	SC		5

GC – General Component

SC – Skill Component



## B.Voc. – LOGISTICS MANAGEMENT

### Detailed Syllabus

#### **SEMESTER – I**

#### **ENG1CCT0117 : 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

##### **MODULE – II**

**Accents:** Awareness of different accents: American, British and Indian – Influence of the mother tongue.

##### **MODULE – III**

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

##### **MODULE – IV**

**Speaking:** Word stress and rhythm – Pauses and sense groups – Falling and rising tones – 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 and telephone skills.

##### **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:**

V.Sasikumar, P Kiranmai Dutt and Geetha Rajeevan, *Communication Skills in English*.  
Cambridge University Press and Mahatma Gandhi University.

##### **FURTHER READING**

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

**SEMESTER – I****LMG1CMT0117 : BUSINESS MATHEMATICS**

Course Title	General BUSINESS MATHEMATICS		
Code	LMG1CMT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO - 1	Demonstrate an understanding of the foundations and history of mathematics	PSO – 05	U
CO - 2	Perform computations in higher mathematics	PSO - 05	AP
CO - 3	Develop and maintain problem solving skills.	PSO - 02	C

**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:**

1. S.Saha. Business Mathematics
2. D.C. Sanchet & V.K Kapoor. Business Mathematics. Sultan Chand & Sons.

**SEMESTER – I****LMG1CMT0217 : IT FOR BUSINESS**

Course Title	General IT FOR BUSINESS		
Code	LMG1CMT02		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO - 1	It will equip them with theoretical clarity to create a document in Microsoft Word with formatting.	PSO - 5	AP
CO - 2	They will have theoretical knowledge to write functions in Microsoft Excel to perform basic calculations and to convert number to text and text to number.	PSO - 5	AP
CO - 3	It will give them clarity to create a presentation in Microsoft PowerPoint that is interactive and legible content.	PSO - 5	AP
CO - 4	It will help them to develop a basic functional knowledge on computer-based works.	PSO - 1	U, R
CO - 5	Provides them a fundamental understanding about the whole computer system, its input units, CPU and output units.	PSO - 7	A, U, R

**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
2. Gini Courter & Annette Marquis. Ms-Office 2007: BPB Publications



**SEMESTER – I****LMG1CRT0117 : INTRODUCTION TO LOGISTICS MANAGEMENT**

Course Title	Skill INTRODUCTION TO LOGISTICS MANAGEMENT		
Code	LMG1CRT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO – 1</b>	Students will be able to understand the basic of logistics.	PSO - 1	U
<b>CO – 2</b>	They will have a clear idea of the major role, functions, activities, strategies of logistics	PSO - 7	E
<b>CO – 3</b>	It will provide opportunity for comprehensive analysis and discussion of key contemporary issues and problems in logistics management.	PSO - 5	A

**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****LMG1CRT0217: FUNDAMENTALS OF ACCOUNTING**

Course Title	Skill FUNDAMENTALS OF ACCOUNTING		
Code	LMG1CRT02		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	Students will be able to develop and understand the nature and purpose of financial statements	PSO - 1	U
<b>CO - 2</b>	They will get the ability to use the fundamental accounting equation	PSO - 1	AP
<b>CO - 3</b>	It will help them to analyze the effect of business transactions on an organization's accounting records	PSO - 2	A
<b>CO - 4</b>	They will acquire the ability to use a basic accounting system to create (record, classify, and— summarize.	PSO - 2	AP

**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 Nrang
2. Advanced Accounting - Jain and Nrang

**SEMESTER – I****LMG1CMP0117: GENERAL INFORMATICS LAB – I**

Course Title	General GENERAL INFORMATICS LAB I		
Code	LMG1CMP01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	It will make them create a document in Microsoft Word with formatting	PSO-05	AP
<b>CO - 2</b>	They will be able to write functions in Microsoft Excel to perform basic calculations and to convert number to text and text to number	PSO-05	AP
<b>CO - 3</b>	It will help them to create a presentation in Microsoft PowerPoint that is interactive and legible content	PSO-05	AP

- **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**

### **ENG2CCT0117: WRITING AND PRESENTATION SKILLS IN ENGLISH**

#### **MODULE – I**

**Critical Thinking:** Introduction to critical thinking – Benefits - Barriers – Reasoning - Arguments - Deductive and inductive arguments – Fallacies - Inferential comprehension- Critical thinking in academic writing - Clarity - Accuracy – Precision – Relevance.

#### **MODULE – II**

**Research for Academic Writing and the Writing Process:** Data collection - Use of print, electronic sources and digital sources - Selecting key points - Note making, paraphrasing, summary – Documentation - Plagiarism – Title – Body paragraphs - Introduction and conclusion – Revising - Proof-reading.

#### **MODULE – III**

**Accuracy in Academic Writing:** Articles - Nouns and prepositions - Subject-verb agreement - Phrasal verbs - Modals - Tenses - Condition-als – Prefixes and suffixes – Prepositions - Adverbs – Relative pronouns - Passives - Conjunctions - Em-bedded questions - Punctuation – Abbreviations.

#### **MODULE – IV**

**Writing Models:** Letters - Letters to the editor - Resume and covering letters - e-mail - Seminar papers - Project reports - Notices - Filling application forms - Minutes, agenda – Essays.

#### **MODULE – V**

**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 - Inter-action and persuasion - Interview skills – Group Discussions.

#### **Books for Reference:**

Marilyn Anderson, Pramod K Nayar and Madhucchandra Sen. *Critical Thinking, Academic Writing and Presentation Skills*. Pearson Education and Mahatma Gandhi University.

**SEMESTER – II****LMG2CMT0117: PRINCIPLES OF MANAGEMENT**

Course Title	General PRINCIPLES OF MANAGEMENT		
Code	LMG2CMT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO - 1	It will help the students to develop a working knowledge of fundamental terminology and frameworks in the functions of management: Planning, Organizing, Leading, Staffing and Controlling.	PSO - 2	U, A
CO - 2	They will be able to identify and apply appropriate management techniques for managing contemporary organizations.	PSO - 7	AP, E
CO - 3	It will help them to understand the skills, abilities, and tools needed to obtain a job on a management track in an organization of their choice.	PSO - 4	R

**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**

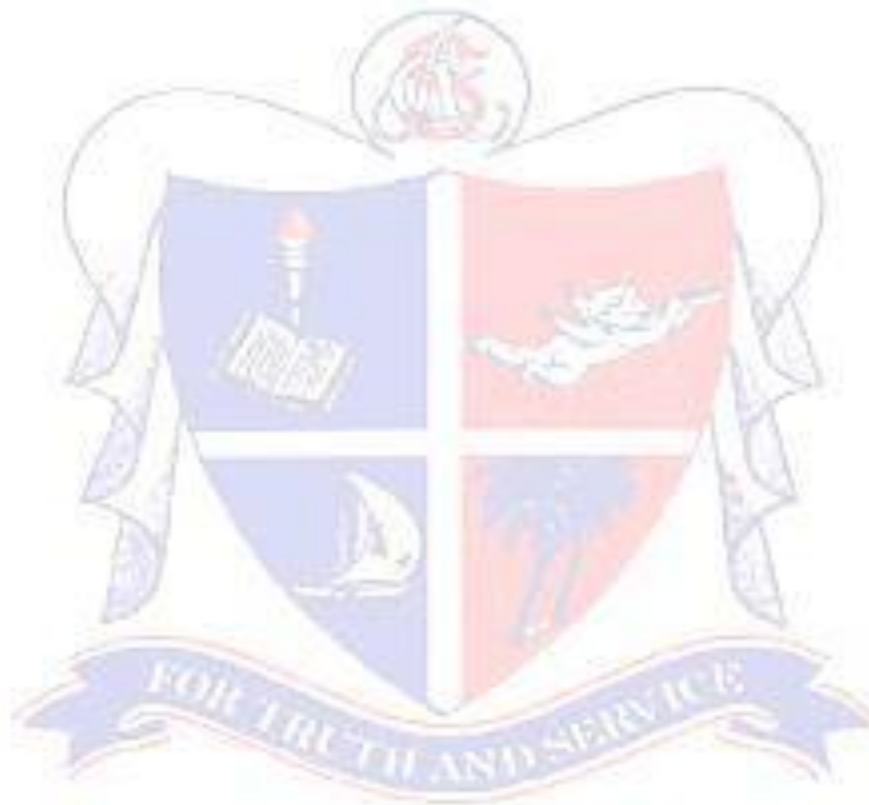
**Staffing:** Systems approach to HRM – Performance appraisal and career strategy – HRD - meaning and concept.

**MODULE – V**

**Directing:** Motivation – meaning - need for motivation. Theories of motivation - Herzberg and McGregor. Leadership- importance – styles of leadership, Managerial Grid by Blake and Mouton, 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,New Delhi.
2. Bhatia R.C. *Business Organization and Management*, Ane Books Pvt. Ltd., NewDelhi.
3. Richard Pettinger. *Introduction to Management* , Palgrave Macmillan, New York.
4. Koontz and O'Donnel. *Principles of Management* ,Tata McGraw-Hill Publishing Co.Ltd. New Delhi.
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, New Delhi.
7. Meenakshi Gupta . *Principles of Management*, PHI, New Delhi.





**SEMESTER – II****LMG2CRT0117: DOMESTIC LOGISTICS MANAGEMENT**

Course Title	Skill DOMESTIC LOGISTICS MANAGEMENT		
Code	LMG2CRT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO1</b>	Students will be provided with good knowledge about domestic logistics operations	PSO2	U
<b>CO2</b>	It will help them to examine the details of planning, control and costing processes in domestic logistics management.	PSO6	E
<b>CO3</b>	They will be able to understand the documentation procedures in logistics	PSO1	U

**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 (Thomson Learning)
5. Operations and process management : principles and practice for strategic impact / Nigel Slack (Financial Times Prentice Hall)
6. Logistics and Distribution Management: Alan Rushton, Phil Croucher, Peter Baker (CILT)





**SEMESTER – II****LMG2CRT0217: WAREHOUSE MANAGEMENT**

Course Title	Skill WAREHOUSE MANAGEMENT		
Code	LMG2CRT02		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO – 1</b>	Students will be able to familiarize basic warehouse operations in the industry	PSO – 4,1	E
<b>CO – 2</b>	They will be to design a continuous or periodic review of inventory and warehouse control system.	PSO - 7	C
<b>CO – 3</b>	They will be familiarised with the major factors in managing warehouse and distribution system.	PSO - 2	R

**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 ware houses.

**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.

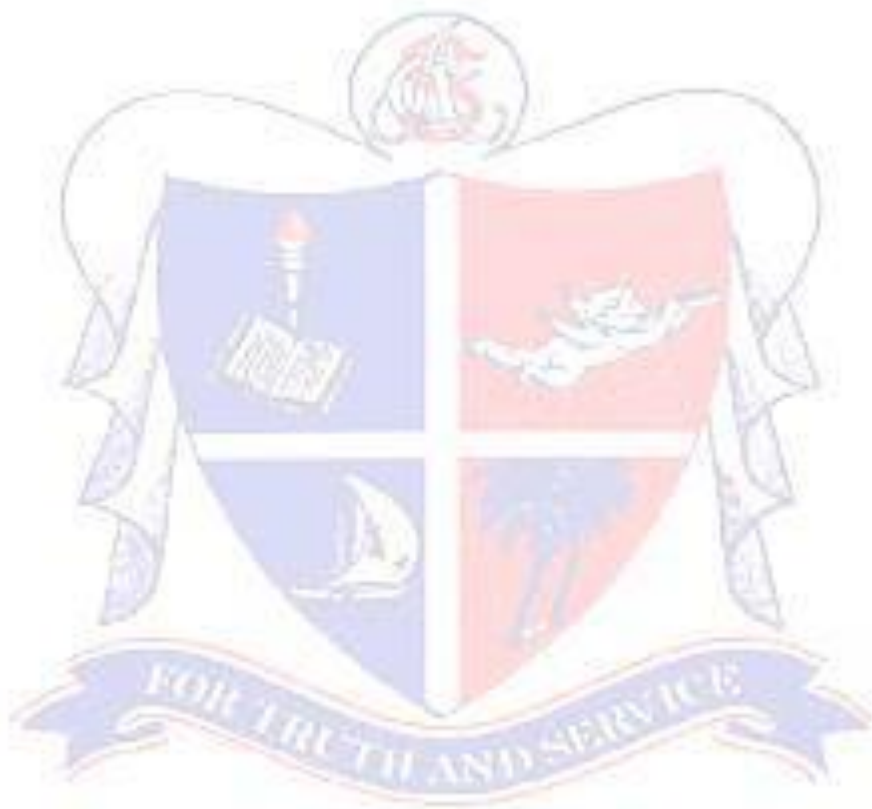
**Module – V****The Principles and Performance Measures of Material Handling Systems:**

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 Christapher. Logistics and Supply Chain Management. Pearson

2. Raghuram G. Logistics and Supply Chain Management. Mac Millan



**SEMESTER – II****LMG2CRP0117: COMPUTERIZED ACCOUNTING LAB**

Course Title	Skill COMPUTERIZED ACCOUNTING LAB		
Code	LMG2CRP01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	Students will develop further skills in maintaining accounting records, provides in-depth exposure to accounts.	PSO - 2	A
<b>CO - 2</b>	They can describe and define how to set up inventory items and process inventory transactions.	PSO - 5	AP
<b>CO - 3</b>	Students will be able to describe and define estimates and progress invoicing.	PSO - 4	AP

**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

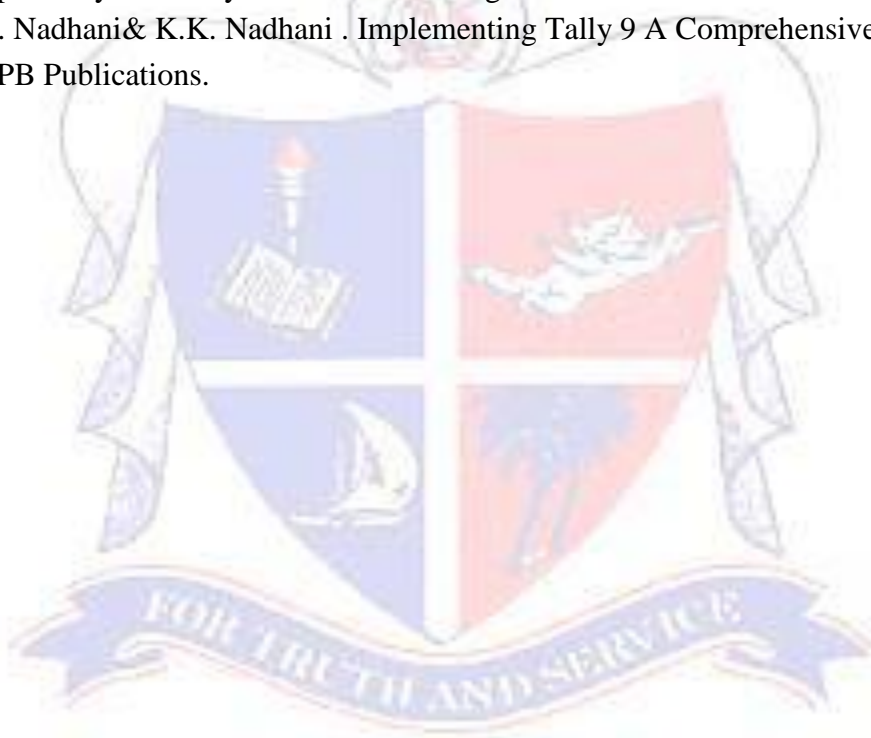
orders - Inventory vouchers - using inventory vouchers – using accounting vouchers with inventory details (invoice mode) - Tally Security - Tally vault – Tally audit – advanced security control – back-up and restore – inventory reports – stock summary - inventory books.

### **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 - VAT – VAT terminologies – computing VAT – ledgers and vouchers pertaining to VAT – VAT reports – VAT forms – interstate trade and CST.

### **Books for Reference:**

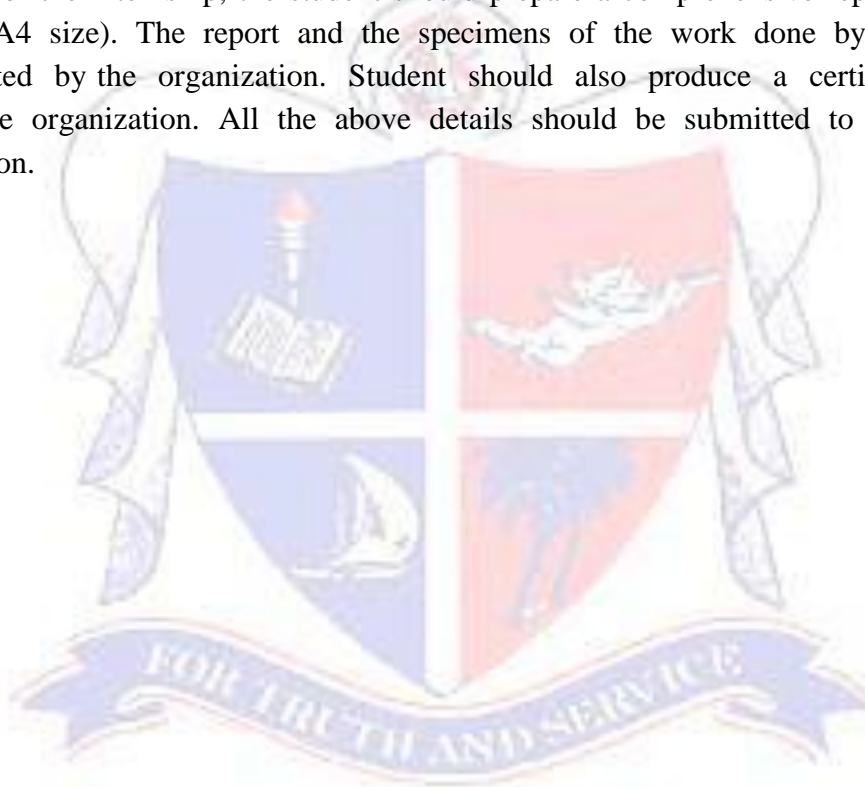
1. Tomy KK . Computerised Accounting. Prakash Publications
2. Roopa. Tally for Every one. Atc Publishing Chennai.
3. A.K. Nadhani& K.K. Nadhani . Implementing Tally 9 A Comprehensive Guide to Tally 9. BPB Publications.



## **SEMESTER – II**

### **LMS20617: 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 for evaluation.



**SEMESTER – III****LMG3CMT0117: BUSINESS COMMUNICATION**

Course Title	General BUSINESS COMMUNICATION		
Code	LMG3CMT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO – 1	Students will be able to write effective and concise letters and memos in appropriate formats.	PSO - 4	AP
CO – 2	They can plan successfully for and participate in meetings and conduct proper techniques in telephone usage.	PSO - 7	E
CO – 3	They will be able to use e-mail effectively and efficiently.	PSO - 6	AP, U
CO – 4	Students will plan and deliver a long speech and speak comfortably before large groups in formal and impromptu settings.	PSO - 5	AP, C
CO – 5	Students will be able to develop an understanding of the process of oral communication and improve listening, note taking and observational skills in public speaking.	PSO - 2	AP, A

**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 speech, How to make speech effective - Presentation - Planning, preparation, organizing, rehearsing and delivery.

**Module – IV**



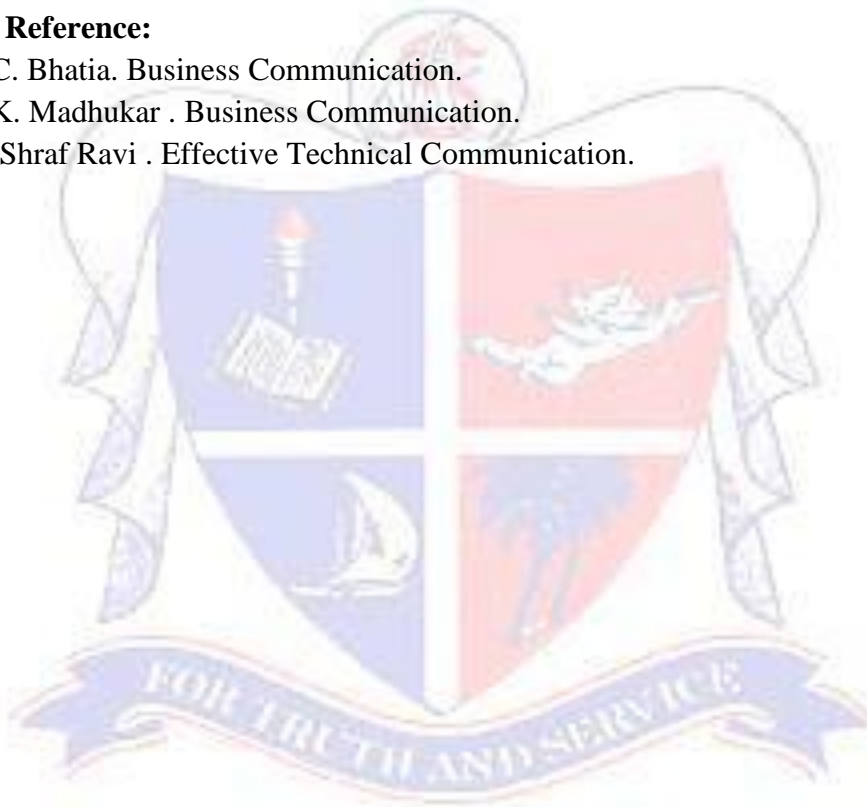
**Groups:** Importance of features, Advantages and Disadvantages techniques of Group decisionmaking - Brain storming sessions, Nominal Group Technique, Delphian Technique, solving problems in Groups.

**Module – V**

**New Trends in Business Communication:** E mail, Teleconferencing, video conferencing, SMS.

**Books for Reference:**

1. R.C. Bhatia. Business Communication.
2. R.K. Madhukar . Business Communication.
3. A. Shraf Ravi . Effective Technical Communication.





**SEMESTER – III****LMG3CMT0217: BUSINESS STATISTICS**

Course Title	General BUSINESS STATISTICS		
Code	LMG3CMT02		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO - 1	Explain the importance of statistics to business	PSO-02	U
CO - 2	Explain the differences between quantitative and qualitative data, and identify examples of each type of data.	PSO-02	U
CO - 3	Define and apply the following terms: data sets, mean, median, mode, standard deviation, and variance;	PSO-02	R
CO - 4	Summarize and interpret data in a tabular format using frequency distributions and visually with histograms	PSO-02	A

**Module – I**

**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****LMG3CRT0117: PRINCIPLES OF LOGISTICS INFORMATION SYSTEMS**

Course Title	Skill PRINCIPLES OF LOGISTICS INFORMATION SYSTEMS		
Code	LMG3CRT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	Students will understand the nature of information systems and their applications in logistics.	PSO - 1	U
<b>CO - 2</b>	They will know the use of information management process for business value.	PSO - 2	A
<b>CO - 3</b>	They will be able to understand the concepts of integrated logistics management	PSO - 5	A
<b>CO - 4</b>	They can forecast components and approaches in logistics	PSO - 7	E

**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 supplychain - 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****LMG3CRT0217: INVENTORY MANAGEMENT**

Course Title	Skill INVENTORY MANAGEMENT		
Code	LMG3CRT02		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO – 1</b>	It will help students to develop and understand the importance of inventory in warehouse management.	PSO - 2	U, AP
<b>CO – 2</b>	It will help them to develop understanding of logistics interrelationships and customer service and facility location policies.	PSO - 6	E,R
<b>CO - 3</b>	It will make students capable for decision making in routing and scheduling transportation.	PSO - 7	A, AP, E

**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. 1<sup>st</sup> Edition.
2. Sridhara Bhat. Inventory Management. 2<sup>nd</sup> Edition.
3. Bose & D Chandra. Inventory Management. 1<sup>st</sup> Edition.

**SEMESTER – III****LMG3CRT0317: SHIPPING AND OCEAN FREIGHT LOGISTICS MANAGEMENT**

Course Title	Skill SHIPPING AND OCEAN FREIGHT LOGISTICS MANAGEMENT		
Code	LMG3CRT03		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	Students are able to know about the shipping industry and its service operations.	PSO - 1	U
<b>CO - 2</b>	They will be updated about the documentation and study the importance of rights and duties involved in shipping and maritime	PSO - 2	U,E,R
<b>CO - 3</b>	They will be imparted the knowledge about containerization and the new technologies in the field.	PSO – 2,5	U

**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 Nubering – 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 Planning – 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 Coles Nautical NNM/



**SEMESTER – III****LMG3CMP0117: GENERAL INFORMATICS LAB – II**

Course Title	GENERAL GENERAL INFORMATICS LAB – II		
Code	LMG3CMP01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO – 1</b>	Students are able to demonstrate proficiency in problem-solving techniques by using the computer.	PSO – 3,6	AP
<b>CO – 2</b>	They will be awarene about modern software principles.	PSO - 7	C

- **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****LMG4CMT0117: SOFTSKILLS AND PERSONALITY DEVELOPMENT**

Course Title	General SOFTSKILLS AND PERSONALITY DEVELOPMENT		
Code	LMG4CMT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO – 1</b>	Students will develop self-awareness, personal development and life skills.	PSO-2	AP
<b>CO – 2</b>	They identify, understand and apply theories of leadership to wide range of situations and interactions.	PSO-1	U
<b>CO – 3</b>	They will develop and articulate respect for the diversity of talents, way of learning and knowing	PSO-6	AP

**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: Allyun and Bacon Pubharkat.
2. Jon Lisa Interatid skills in Tourist Travel Industry Longman Group Ltd.
3. Robert T. Reilly – Effective communication in tourist travel Industry Dilnas Publication.
4. Boves. Thill Business Communication Today Mcycans Hills Publication.
5. Dark Studying International Communication Sage Publication.
6. Murphy Hidderandt Thomas Effective Business Communication Mc Graw Hill.

**SEMESTER – III****LMG4CMT0217: SUPPLY CHAIN MANAGEMENT**

Course Title	General SUPPLY CHAIN MANAGEMENT		
Code	LMG4CMT02		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO – 1</b>	Students will be familiar with the nature and functions of supply chain management.	PSO - 2	AP
<b>CO – 2</b>	They will be updated about emerging trends of the Organization.	PSO - 6	E,R
<b>CO – 3</b>	They are imparted necessary knowledge and skills relevant for business.	PSO - 7	A

**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**

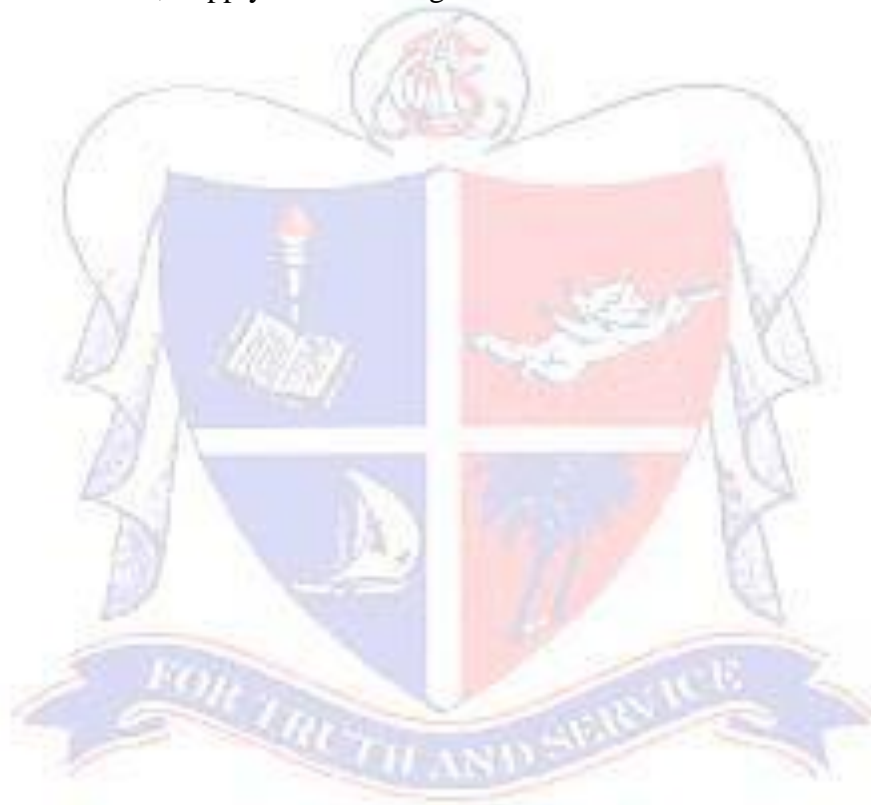
**Forecasting Systems Design:** Customer Service Management and Measurements – CRM – Manufacturing Logistics – Pricing Strategies – SCM Relationships – Third Party Logistics and Fourth Party Logistics – SCM Network Design and Facilities Development – SCM Planning and Development Strategies – Supply Chain 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****LMG4CRT0117 : INTERNATIONAL LOGISTICS MANAGEMENT**

Course Title	Skill INTERNATIONAL LOGISTICS MANAGEMENT		
Code	LMG4CRT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO – 1	Students will be able to relate to the concepts of logistics and global SCM	PSO - 4	E
CO – 2	Students can apply the principles of inventory, warehouse, procurement and outsourcing.	PSO - 2	AP
CO – 3	It will possess the ability to relate the marketing and distribution concepts.	PSO - 4	E,A
CO – 4	Students can recognise the requirements for transportation and international logistics	PSO - 3, PSO - 6	U,E,A

**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:** Cargo types, vessels and vessel characteristics, liner operations and tramp operations, chartering of bulk ocean carriers, the ocean liner conference system, freight structure and practices, coordination, role of intermediaries – forwarding and clearing agents, freight brokers, stevedors and shippers agents.

**Module – III**

**Warehousing and Containerization:** Warehousing, repacking and other value added services 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****LMG4CRT0217 : EXPORT AND IMPORT – POLICIES AND PROCEDURES**

Course Title	Skill EXPORT & IMPORT – POLICIES & PROCEDURES		
Code	LMG4CRT02		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	Students will be given a clear understanding regarding the procedures and documents of entire export-import.	CO - 2	U
<b>CO - 2</b>	They are well known the various risks involved in export import business and how to overcome those risks	CO - 3	E
<b>CO - 3</b>	They are provided information on payment methods and financing in the area of exports and the various concepts in international trade, rules and conditions of International Chamber of Commerce "Incoterms".	CO - 7	A

**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****LMG4CRT0317 : AIR CARGO LOGISTICS MANAGEMENT**

Course Title	Skill <b>AIR CARGO LOGISTICS MANAGEMENT</b>		
Code	<b>LMG4CRT03</b>		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	It will help the students to analyse the strategies of key industry stakeholders and discuss how value is delivered in international air logistics chains	PSO - 3	A
<b>CO - 2</b>	Apply ground handling principles of air-cargo	PSO - 2, PSO - 5	AP
<b>CO - 3</b>	It will help to understand the government air cargo securities and regulations	PSO - 1	U
<b>CO - 4</b>	The students will be able to analyse the global supply chain trends and strategic alliances.	PSO - 4, PSO - 2	A

**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 – process flow.

**Module – II**

**Introduction to Airline Industry:** History – Regulatory bodies – navigation systems – airtransport 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 – airfreight 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**

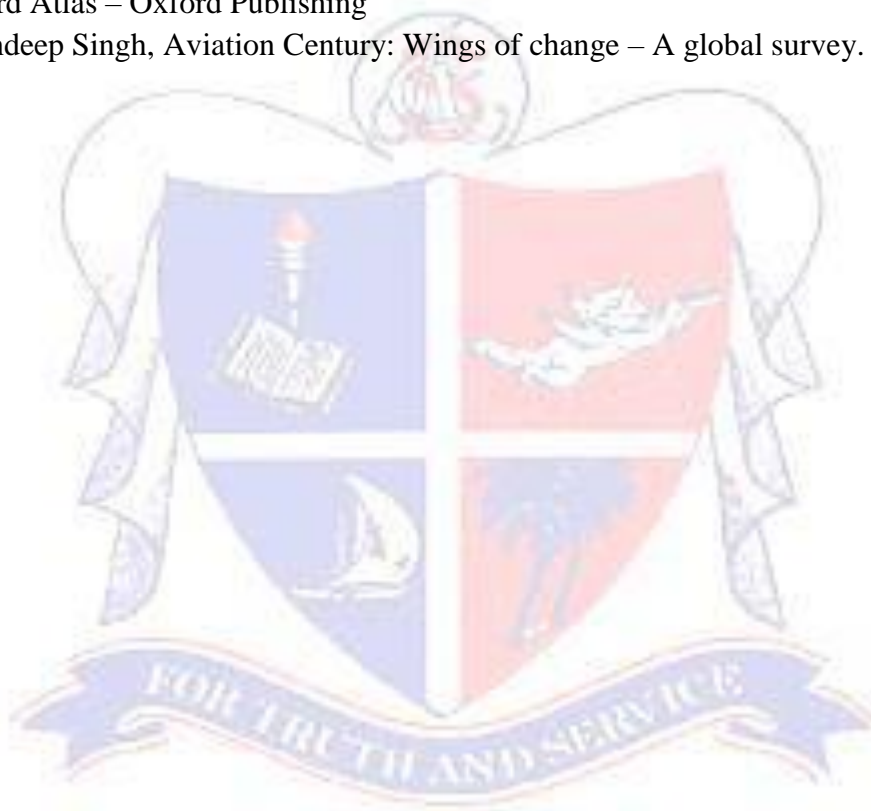
**Air Freight Forwarding:** Air freight exports and imports – special cargoes – consolidation – documentation – Air Way Bill (AWB) – communication – handling COD shipments – POD – conditions of contract – dangerous (DGR) or hazardous goods.

## Module – V

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

### Books for Reference:

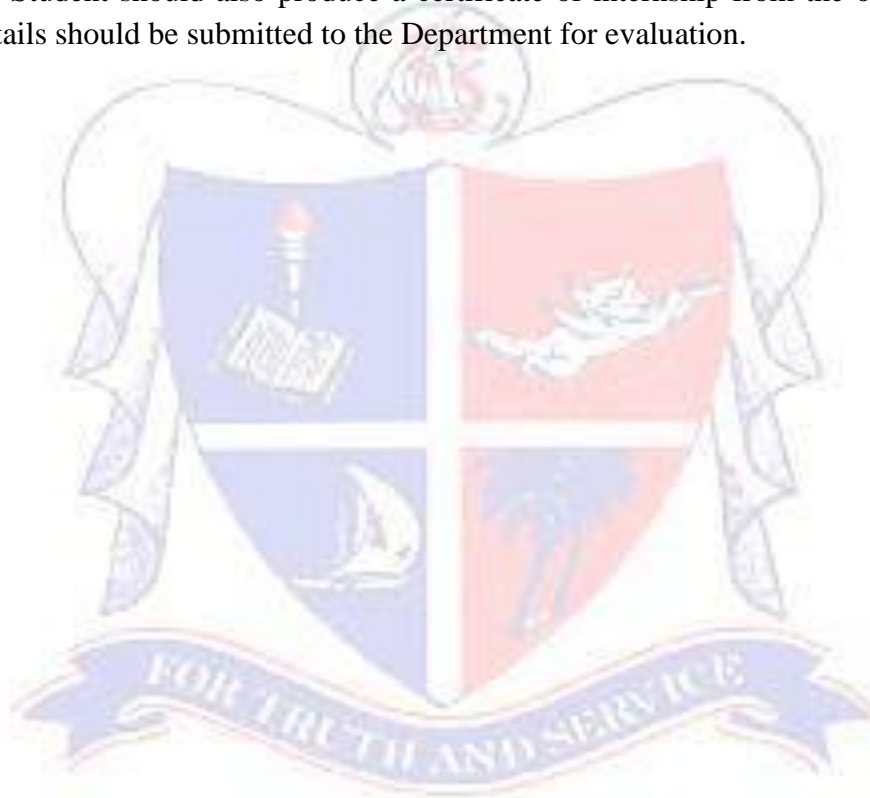
1. Simon Taylor, Air transport logistics, Hampton
2. Paul Jackson and William Brackenridge, Air cargo distributions: A management analysis of its economic and marketing benefits, Grower Press.
3. Peter S. Smith, Air Freight: operations, marketing and economics, Faber
4. Sung Chi-Chu, 4<sup>th</sup> Party 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**

**LMS40617:        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 for evaluation.



**SEMESTER – V****LMG5CMT0117 : ENTERPRISE RESOURCE PLANNING**

Course Title	General ENTERPRISE RESOURCE PLANNING		
Code	LMG5CMT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO – 1</b>	Students are able to propose effective approaches to developing management information systems value, using information and building IT capabilities in specific situations.	PS0-05	AP
<b>CO – 2</b>	They will be informed on user behavior and the importance of networking.	PSO-05	AP

**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 Jamts Chamby, Reengineering the corporation, 1997.
2. Leon, alexix Countdown 2000. Tata McGraw
3. Ptak, Carol A. & Eli Schragenheim, Enterprise Systems for Management, St. Lucie Press N Y
4. Luvai F. Motiwalla, Enterprise Systems for Management
5. Mary Sumner, Enterprise Resource Planning
6. Rahul V. Altekhar, Enterprise Resource Planning
7. Jyothindra Zaveri, Enterprise Resource Planning
8. Ashim Raj Singla, Enterprise Resource Planning
9. D.P. Goyal, Enterprise Resource Planning





**SEMESTER – V****LMG5CMT0217 : CUSTOMER RELATIONSHIP MANAGEMENT**

Course Title	General CUSTOMER RELATIONSHIP MANAGEMENT		
Code	LMG5CMT02		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO – 1</b>	Students will be able to define, identify and apply the principles of Customer relationship through strategy plan for implementing their own business.	PSO-5	AP
<b>CO – 2</b>	It helps in preparing start ups business plans emphasising customer relationships and documentation automation	PSO-7	AP

**Module – I**

**CRM Concepts:** Acquiring customers, customers loyalty and optimizing customer relationships, strategic frame work of CRM – origins, the role of CRM, Types of CRM, Key cross functional CRM processes.

**Module – II**

**CRM Strategy:** CRM strategy development process, customer strategy, The CRM value creation process – customer profitability, customer acquisition and retention. Cross selling Customer segment life time value.

**Module – III**

**The multi channel integration process:** Customers and the use of channels, sales force, callcenter, internet website, direct mail, e-commerce, m-commerce, channel integration, channel strategies- role of customer channel experience and channel categories.

**Module – IV**

**Analytical CRM:** Information management process in CRM. The data repository – data marts data warehouse. Analytical tools for data mining – visualization tools, segmentation, prediction tools, neural networks, decision trees, affinity grouping, churn management, customer profiling and profitability analysis, OLAP, Data protection, privacy codes of practice.

**Module – V**

**IT systems:** Front office and back office applications – sales force automation, call centre management, marketing automation campaign management, Selecting a CRM solution. Organizing for CRM implementation, CRM change and project management. Establishing a CRM performance monitoring system – standards, metrics and key performance indicators, CRM budget and CRM return on investment.

**Books for Reference:**

1. Peelen E, D., Customer relationship management, Pearson Educationj 2010.
2. Adrian, Hand book of CRM, Achieving Excellence Through Customer Management, Butterworth Heinennan.
3. Francis Buttle, Customer Relationship Managemt Concepts and Technologies, Butterworth Heinennan.
4. Paul Greenberg 4<sup>th</sup> edition, CRM at the Speed of Light, Tata Mc Graw Hill.







**SEMESTER – V****LMG5CRT0117: BUSINESS ETHICS AND GLOBAL BUSINESS MANAGEMENT**

Course Title	Skill BUSINESS ETHICS AND GLOBAL BUSINESS MANAGEMENT		
Code	LMG5CRT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	Students are moulded to provide the skills with which to recognise and resolve ethical issues in business.	PSO - 3	E, A
<b>CO - 2</b>	They are given the basics to enhance awareness and critical self-examination of one's own values, and to appreciate the relevance of personal values in the business/workplace setting	PSO - 4	E, A
<b>CO - 3</b>	They are encouraged to reflect on the ethical dimension of your own decision-making in workplace and other settings	PSO -6	U, A
<b>CO - 4</b>	They will be made to understand the principles of moral decision-making in global business and the concept of corporate social responsibility	PSO - 4	A, R

**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 – whistle blowing.

**Module – IV**

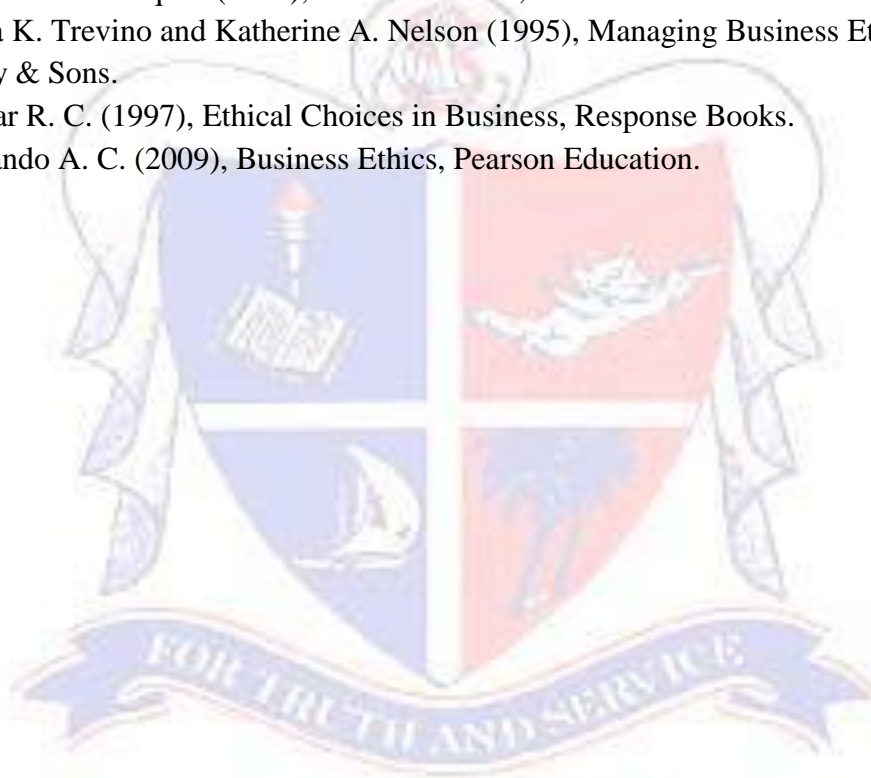
**Ethics in Functional Areas:** Ethical issues in functional areas: Marketing, HR, Production, IT/Systems and Finance – Environmental ethics – Gender ethics – CSR as business ethics – Ethics in international business

**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.
9. Fernando A. C. (2009), Business Ethics, Pearson Education.



**SEMESTER – V****LMG5CRT0217 : HUMAN RESOURCE MANAGEMENT**

Course Title	Skill HUMAN RESOURCE MANAGEMENT		
Code	LMG5CRT02		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	Explain the importance of human resources and their effective management in organizations.	PSO - 2	U, R
<b>CO - 2</b>	Describe the meanings of terminology and tools used in managing employees effectively.	PSO - 4	U, AP
<b>CO - 3</b>	Analyse the key issues related to administering the human elements such as motivation, compensation, appraisal, career planning, training and development.	PSO - 7	C, E
<b>CO - 4</b>	Outline the current theory and practice of recruitment and selection. This includes but is not limited to the supply of human resources and the advantages and disadvantages of external and internal recruiting.	PSO - 6	AP, E

**Module – I**

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

**Module – II**

**Recruitment:** Sources of recruitment, Selection- Selection process, Training - Definition. Types of training Executive Development.

**Module – III**

**Performance Appraisal:** Techniques Promotion, Career Planning.

**Module – IV**

**Job Analysis:** Job Design, Job Evaluation Wage. Definition, Factors affecting wage policy, Wage Boards Fringe Benefits, Prerequisites, Incentives, Bonus, Profit sharing, VRS, Maintenance of service files pension.

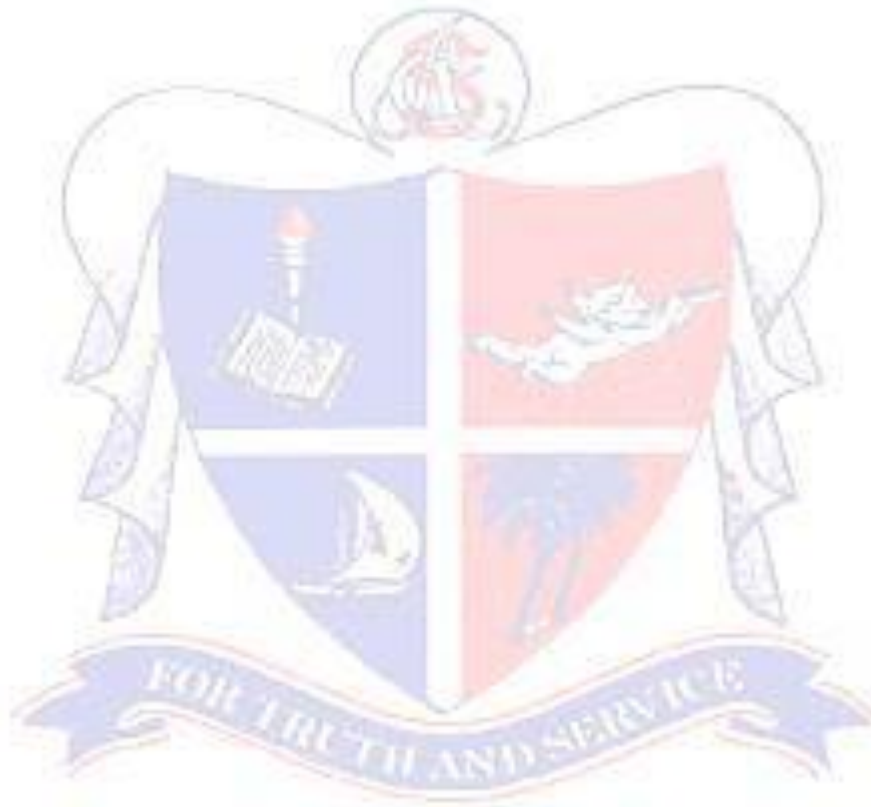
**Module – V**

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

**Books for Reference:**

1. K. Aswathappa, Human resource and personnel management
2. Gary Dessler, A frame work for human resource management

3. Mammoria & Mammoria, Personnel management
4. Edwin Philipo, Personnel management



**SEMESTER – V****LMG5CRT0317 : MARKETING MANAGEMENT**

Course Title	Skill MARKETING MANAGEMENT		
Code	LMG5CRT03		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	Students will understand the Conceptual framework, covering basic elements of the marketing mix;	PSO-02	U
<b>CO - 2</b>	Help them to understand the marketing environment and kinds of new trends in marketing	PSO-04	U

**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****LMG5CMP0317 : ENTERPRISE RESOURCE PLANNING LAB**

Course Title	General ENTERPRISE RESOURCE PLANNING LAB		
Code	LMG5CMP03		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	Students will do by their own create company, enter vouchers entries including advance ones, reconcile bank statements, etc	PSO - 2	U
<b>CO - 2</b>	Students do possess required skill and make them employable.	PSO - 5	A

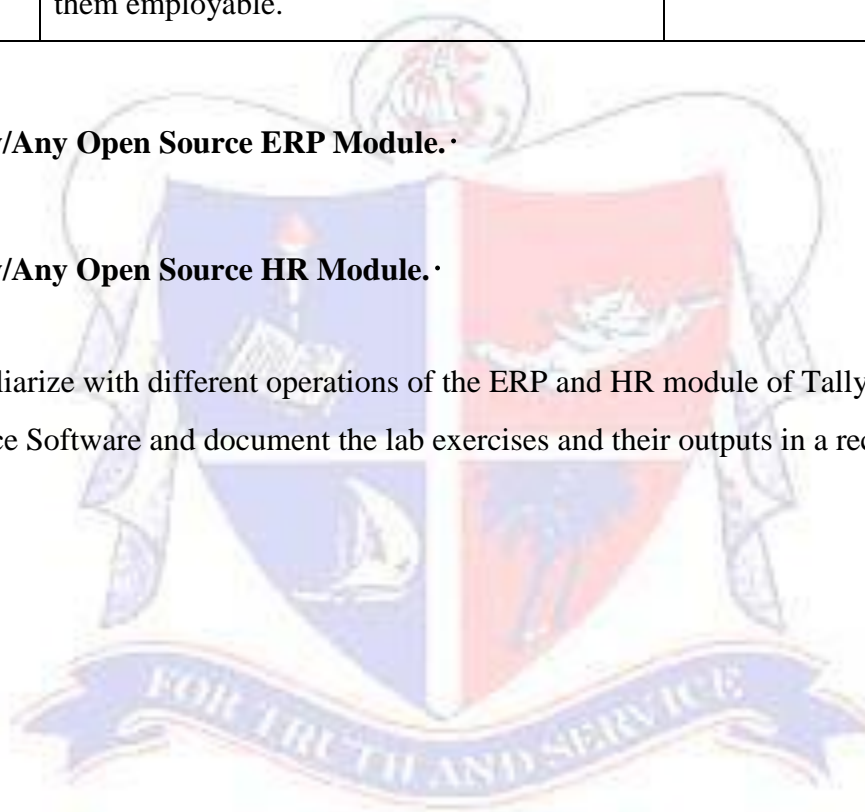
- **Tally/Any Open Source ERP Module.**

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- **Tally/Any Open Source HR Module.**

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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****LMG6CMT0117 : ENTREPRENEURSHIP DEVELOPMENT**

Course Title	General ENTREPRENEURSHIP DEVELOPMENT		
Code	LMG6CMT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	Students will be able to define, identify and apply the principles of viability and growth through strategy plan for implementing their own business.	PSO 7, PSO 6 PSO5	AP,A,E
<b>CO - 2</b>	It helps in preparing start ups business plans emphasising financing, marketing and organising.	PSO5,PSO2	C,E,A,AP
<b>CO - 3</b>	They identify the new venture financing and growth financing for existing business.	PSO2	A,E

**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 entrepreneur in 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 Discuss 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. (CNSIC) NIESBUD

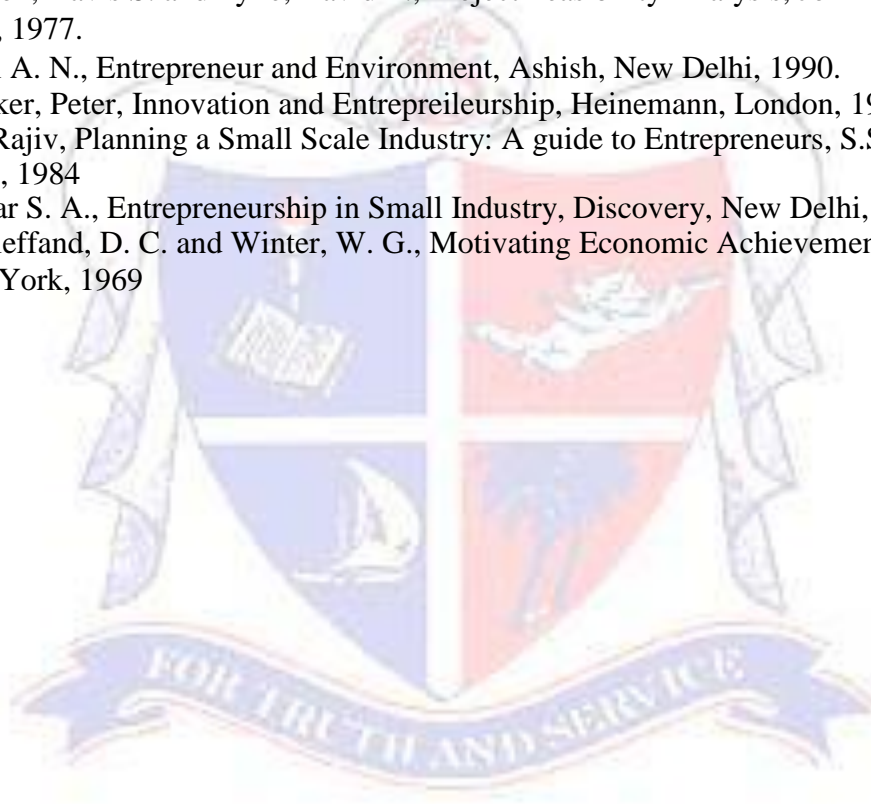
(National Institute for Entrepreneurship and small Business Development) Sickness in small business enterprise causes and remedies.

### **Module – V**

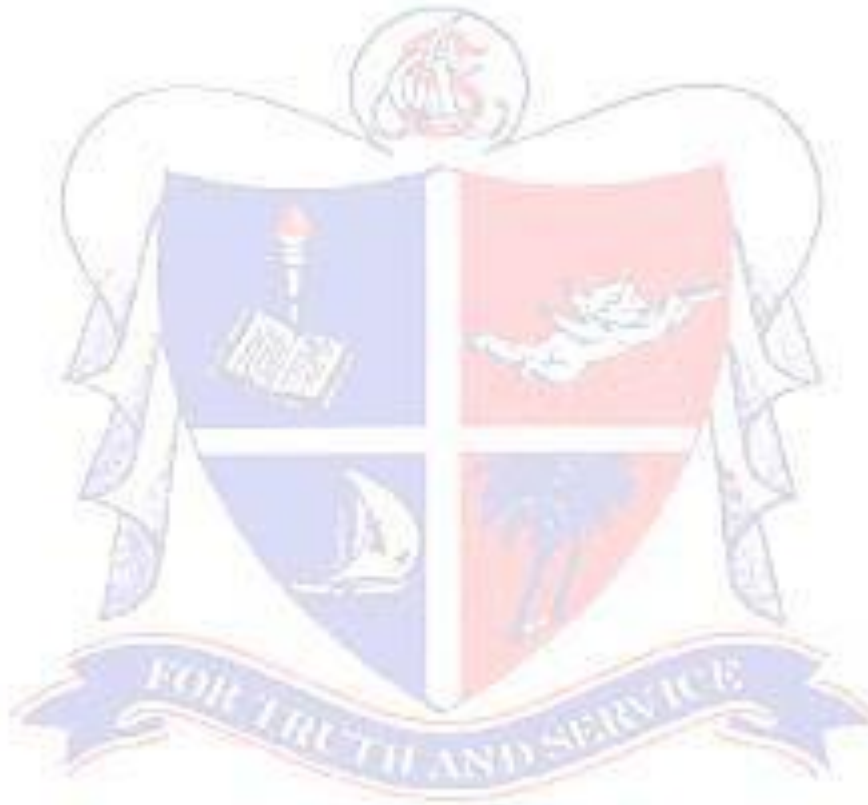
To understand about a project report relating to a small business. Project formulation - Meaning of a project report significance contents formulation planning commissions guidelines for formulating a project report - specimen of a project report, problems of entrepreneurs case studies of entrepreneurs.

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



7. Pareek, Udai and Venkateswara Rao T., Developing Entrepreneurship – A Handbook on Learning Systems, Learning Systems, Delhi, 1978.



**SEMESTER – VI****LMG6CRT0117 : RETAIL MANAGEMENT**

Course Title	Skill RETAIL MANAGEMENT		
Code	LMG6CRT01		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO1</b>	•To familiarise about the retail operations and the factors influencing its success.	PSO-1	U
<b>CO2</b>	•Gives the knowledge how to create a shopping experience that builds customer loyalty	PSO-6	U
<b>CO3</b>	Learn the functions that support service and sale and understand how to drive sales growth	PSO-7	R

**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 Mc Graw Hill (3<sup>rd</sup> 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 (11<sup>th</sup> Edition), 2010



**SEMESTER – VI****LMG6CRT0217 : OPERATIONS MANAGEMENT**

Course Title	Skill Operations Management		
Code	LMG6CRT02		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO – 1</b>	To provide a basic understanding of the operations management function in an organization	PSO -02	U
<b>CO – 2</b>	Students will be able to apply knowledge of business concepts and functions in an integrated manner	PSO-06	AP
<b>CO – 3</b>	To gain an understanding and appreciation of the principles and applications relevant to the planning, design, and operations of manufacturing/service firms	PSO-04	U
<b>CO – 4</b>	To sensitize the students about efficiency and effectiveness in operations functions	PSO-05	A

**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.

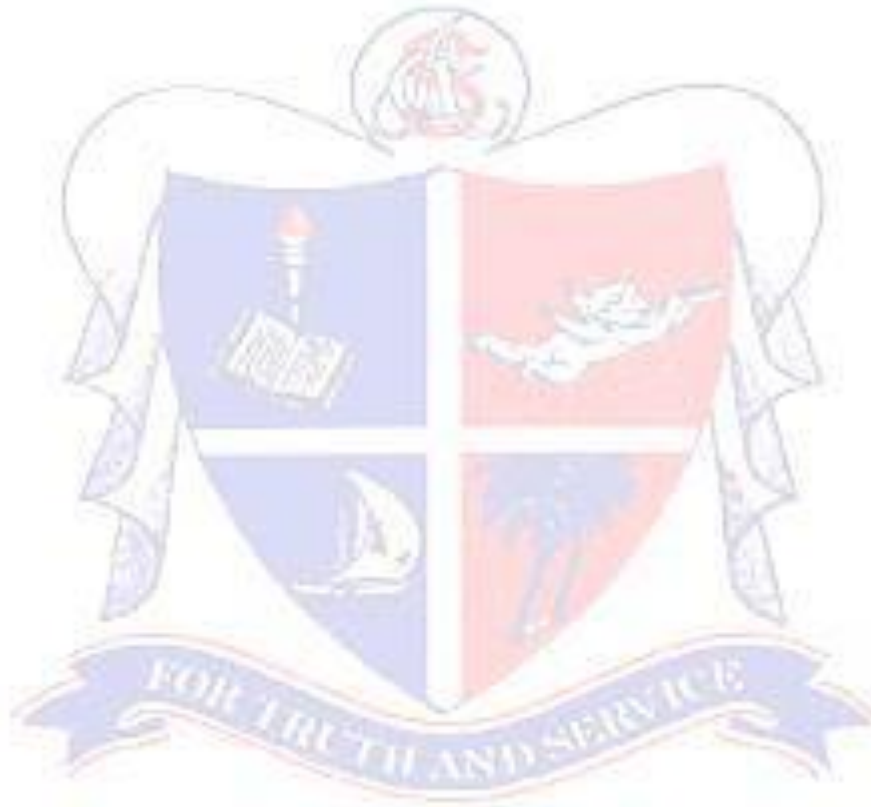
**Module – V**

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 Aquilano. Operations Management for Competitive Advantage. Tata McGraw Hill, 2012.
4. K.Shridhara Bhat. Operations Management, Himalaya Publishing House, 2009.





**SEMESTER – VI****LMG6CRT0317 : TRANSPORTATION AND DISTRIBUTION MANAGEMENT**

Course Title	Skill *TRANSPORTATION AND DISTRIBUTION MANAGEMENT		
Code	LMG6CRT03		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	It will help students to develop and understand the importance of transportation and distribution strategy and the conduct of logistics operations.	PSO - 1	U
<b>CO - 2</b>	It will help them to develop understanding of logistics interrelationships and customer service and facility location policies	PSO - 2	A
<b>CO - 3</b>	It will make students capable for decision making in routing and scheduling transportation.	PSO - 7	A

**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 operationsmanagement – 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
3. Saple, Logistics Management



**SEMESTER – VI****LMG6CRT0417 : FINANCIAL MANAGEMENT**

Course Title	Skill FINANCIAL MANAGEMENT		
Code	LMG6CRT04		
CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
<b>CO - 1</b>	It enables students to create familiarity in financial environment.	PSO-2	C
<b>CO - 2</b>	It will help them to evaluate company's performance and enable them to make recommendation in financial decisions.	PSO-3	E
<b>CO - 3</b>	Students will be able to apply techniques to manage working capital.	PSO-5	AP
<b>CO - 4</b>	It helps to find out alternative sources of finance.	PSO-3	AP

**Module – I**

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

**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.

**Module – III**

Financing Decisions. 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 and types.

**Module – V**

Dividend decision meaning and significance of dividend di....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. Vikas Publications
2. Khan M.Y., Jain P.K. Financial Management – Test and Problems. TMH
3. Prasanna Chandra. Financial Management – Theory and Practice. TMH.

## **SEMESTER – VI**

### **LMS60617: 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 for evaluation.

