

Roll. No.

Question Booklet Number

O.M.R. Serial No.

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M.Com. (SEM.-III) (NEP) (SUPPLE.) EXAMINATION, 2024-25

COMMERCE

(Logistics & Supply Chain Management)

Paper Code

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**Question Booklet
Series**

A

Time : 1 : 30 Hours

Max. Marks : 75

Instructions to the Examinee :

1. Do not open the booklet unless you are asked to do so.
2. The booklet contains 100 questions. Examinee is required to answer 75 questions in the OMR Answer-Sheet provided and not in the question booklet. All questions carry equal marks.
3. Examine the Booklet and the OMR Answer-Sheet very carefully before you proceed. Faulty question booklet due to missing or duplicate pages/questions or having any other discrepancy should be got immediately replaced.
4. Four alternative answers are mentioned for each question as - A, B, C & D in the booklet. The candidate has to choose the correct / answer and mark the same in the OMR Answer-Sheet as per the direction :

(Remaining instructions on last page)

परीक्षार्थियों के लिए निर्देश :

1. प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।
2. प्रश्न-पुस्तिका में 100 प्रश्न हैं। परीक्षार्थी को 75 प्रश्नों को केवल दी गई OMR आन्सर-शीट पर ही हल करना है, प्रश्न-पुस्तिका पर नहीं। सभी प्रश्नों के अंक समान हैं।
3. प्रश्नों के उत्तर अंकित करने से पूर्व प्रश्न-पुस्तिका तथा OMR आन्सर-शीट को सावधानीपूर्वक देख लें। दोषपूर्ण प्रश्न-पुस्तिका जिसमें कुछ भाग छपने से छूट गए हों या प्रश्न एक से अधिक बार छप गए हों या उसमें किसी अन्य प्रकार की कमी हो, उसे तुरन्त बदल लें।
4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर- A, B, C एवं D हैं। परीक्षार्थी को उन चारों विकल्पों में से सही उत्तर छानना है। उत्तर को OMR उत्तर-पत्रक में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

(शेष निर्देश अन्तिम पृष्ठ पर)

1. Supply Chain Management (SCM) primarily deals with:
 - (A) Managing employees
 - (B) Managing flow of goods, services and information
 - (C) Managing stock market investments
 - (D) Managing human behavior
2. The main aim of SCM is to:
 - (A) Increase costs
 - (B) Maximize customer value
 - (C) Minimize sales
 - (D) Increase workforce
3. Which of the following is not a function of SCM?
 - (A) Procurement
 - (B) Production planning
 - (C) Distribution
 - (D) Surgery management
4. The concept of SCM emerged strongly during which decade?
 - (A) 1950s
 - (B) 1960s
 - (C) 1980s
 - (D) 2000s
5. Logistics can be defined as:
 - (A) Management of money flow
 - (B) Management of materials, services and information from origin to consumption
 - (C) Management of employees
 - (D) Management of finance
6. Which activity is not part of logistics?
 - (A) Transportation
 - (B) Inventory management
 - (C) Advertising
 - (D) Warehousing
7. Supply chain drivers include:
 - (A) Facilities, inventory, transportation, information, sourcing, pricing
 - (B) Education, health, energy, food, culture
 - (C) Land, labor, capital, organization
 - (D) Vision, mission, goals, objectives
8. Trade logistics focuses mainly on:
 - (A) Domestic entertainment
 - (B) Global movement of goods and services
 - (C) Social interactions
 - (D) Educational methods

9. The logistics mix refers to:
 - (A) Combination of product design and customer needs
 - (B) Combination of logistics activities for integrated SCM
 - (C) Combination of financial statements
 - (D) Mix of employees in a firm
10. At the macro level, logistics contributes to:
 - (A) Personal development
 - (B) Economic growth of a nation
 - (C) Classroom teaching
 - (D) Software programming
11. At the micro level, logistics contributes to:
 - (A) Organizational efficiency
 - (B) National GDP
 - (C) Political decisions
 - (D) Environmental law
12. SCM as a philosophy emphasizes:
 - (A) Isolated functions
 - (B) Integrated and coordinated flow across the supply chain
 - (C) Restricting suppliers
 - (D) Increasing taxes
13. Which of the following is an inbound logistics activity?
 - (A) Raw material procurement
 - (B) Finished goods delivery
 - (C) Customer service
 - (D) Sales promotion
14. Which of the following is an outbound logistics activity?
 - (A) Supplier sourcing
 - (B) Finished goods distribution
 - (C) Raw material procurement
 - (D) Production scheduling
15. The ultimate goal of logistics is:
 - (A) To increase marketing expenditure
 - (B) To deliver right product, right place, right time, right cost
 - (C) To increase workforce
 - (D) To control competitors
16. A modern SCM system uses:
 - (A) Isolated manual records
 - (B) Technology and integration
 - (C) Random decisions
 - (D) Oral communication only

17. Which of the following is not considered a supply chain driver?
 - (A) Pricing
 - (B) Facilities
 - (C) Transport
 - (D) Religion
18. The evolution of SCM has been influenced most by:
 - (A) Globalization and technology
 - (B) Poetry and art
 - (C) Politics only
 - (D) Social networking
19. Trade logistics ensures:
 - (A) Delay in deliveries
 - (B) Smooth cross-border flow of goods
 - (C) Blocking global trade
 - (D) High import duties
20. Which function of SCM deals with maintaining stock levels?
 - (A) Transportation
 - (B) Warehousing and Inventory management
 - (C) Promotion
 - (D) HR management
21. Which is the most important element in logistics cost?
 - (A) Packaging
 - (B) Transportation
 - (C) Research
 - (D) HR salary
22. Which activity helps reduce uncertainties in supply chain?
 - (A) Information sharing
 - (B) Storytelling
 - (C) Employee turnover
 - (D) Political debates
23. Which part of SCM ensures customer satisfaction?
 - (A) Production
 - (B) Logistics and delivery
 - (C) Marketing
 - (D) HR planning
24. Which of the following is a physical distribution activity?
 - (A) Demand forecasting
 - (B) Customer order processing
 - (C) Warehousing
 - (D) Production scheduling
25. In SCM, “upstream” refers to:
 - (A) Flow towards suppliers
 - (B) Flow towards customers
 - (C) Flow towards competitors
 - (D) Flow towards HR

26. In SCM, “downstream” refers to:
- (A) Flow towards suppliers
 - (B) Flow towards customers
 - (C) Flow towards regulators
 - (D) Flow towards investors
27. Which is considered the backbone of logistics?
- (A) Warehousing
 - (B) Packaging
 - (C) Transportation
 - (D) Information systems
28. Integration in SCM means:
- (A) Keeping functions separate
 - (B) Coordinating suppliers, manufacturers, distributors, retailers
 - (C) Eliminating suppliers
 - (D) Ignoring customers
29. The concept of “logistics mix” mainly involves:
- (A) Inventory, transport, warehousing, packaging, material handling, information
 - (B) Finance, HR, IT, marketing
 - (C) Music, art, design
 - (D) Demand, supply, price, elasticity
30. Efficient SCM leads to:
- (A) Lower customer satisfaction
 - (B) Higher costs
 - (C) Competitive advantage
 - (D) Poor coordination
31. KPI in supply chain stands for:
- (A) Key Purchase Input
 - (B) Known Process Information
 - (C) Key Performance Indicator
 - (D) Key Product Integration
32. Which of the following is an example of SCM KPI?
- (A) Delivery lead time
 - (B) Political stability
 - (C) Brand logo
 - (D) Employee attendance
33. Performance measurement in SCM helps in:
- (A) Avoiding improvement
 - (B) Reducing customer satisfaction
 - (C) Monitoring and improving efficiency
 - (D) Increasing uncertainty

34. Continuous improvement in SCM is also known as:
- (A) Kaizen
 - (B) SWOT
 - (C) Inventory
 - (D) Marketing mix
35. Which of the following is not a KPI in SCM?
- (A) Customer satisfaction
 - (B) Favorite movie of employees
 - (C) Order accuracy
 - (D) Inventory turnover
36. The product development process in SCM links:
- (A) Friends and Family
 - (B) Teachers and Students
 - (C) Customers and Suppliers
 - (D) Doctors and Patients
37. Faster product development in SCM provides:
- (A) Customer dissatisfaction
 - (B) Competitive advantage
 - (C) Lower innovation
 - (D) Higher delay
38. The strategic role of purchasing includes:
- (A) Political lobbying
 - (B) Employee recreation
 - (C) Organizing parties
 - (D) Cost reduction and supplier development
39. In supply chain, purchasing decisions affect:
- (A) Only HR department
 - (B) Only marketing campaigns
 - (C) Cost, quality and delivery performance
 - (D) Music selection
40. Strategic sourcing means:
- (A) Ignoring suppliers
 - (B) Long-term relationship with key suppliers
 - (C) Buying randomly
 - (D) Buying from unknown vendors
41. Relationship marketing in SCM focuses on:
- (A) Advertising only
 - (B) Long-term customer and supplier bonds
 - (C) One-time transactions
 - (D) Ignoring customer loyalty

42. The goal of relationship marketing in SCM is:
- (A) Ignoring repeat business
 - (B) Short-term sales only
 - (C) Customer retention and satisfaction
 - (D) Quick profit only
43. Managing relationships with suppliers improves:
- (A) Conflicts
 - (B) Costs only
 - (C) Trust and collaboration
 - (D) Irregular supply
44. Managing relationships with customers helps in:
- (A) Reducing repeat sales
 - (B) Increasing complaints
 - (C) Enhancing loyalty
 - (D) Ignoring needs
45. A captive buyer refers to:
- (A) A competitor
 - (B) A buyer free to choose any supplier
 - (C) A buyer with limited choice of suppliers
 - (D) A customer buying once only
46. A captive supplier refers to:
- (A) Supplier ignoring buyer needs
 - (B) Supplier free to sell anywhere
 - (C) Supplier highly dependent on one buyer
 - (D) Supplier dealing only with government
47. Strategic partnerships in SCM are built on:
- (A) Short-term goals only
 - (B) Distrust and secrecy
 - (C) Random decisions
 - (D) Trust, commitment, mutual benefit
48. Alliances between supplier and retailer aim at:
- (A) Reducing trust
 - (B) One-sided gains only
 - (C) Win-win outcomes
 - (D) Ignoring customers
49. Supplier-retailer collaboration leads to:
- (A) Higher delays
 - (B) Lack of coordination
 - (C) More conflicts
 - (D) Better forecasting and inventory management

50. Vendor Managed Inventory (VMI) is an example of:
- (A) Supplier-retailer collaboration
 - (B) Employee survey
 - (C) Buyer ignoring supplier
 - (D) Customer complaint
51. One important metric of customer service in SCM is:
- (A) Employee dress code
 - (B) Music system
 - (C) Office decoration
 - (D) On-time delivery
52. Perfect Order Fulfillment measures:
- (A) Orders delayed
 - (B) Orders returned
 - (C) Orders partially completed
 - (D) Orders delivered complete, on-time, and accurate
53. A balanced scorecard in SCM measures:
- (A) Customer jokes
 - (B) Supplier birthdays
 - (C) Employee hobbies
 - (D) Financial and Non-financial performance
54. Continuous improvement cycle is also called:
- (A) ROI
 - (B) SWOT
 - (C) PDCA (Plan-Do-Check-Act)
 - (D) PEST
55. Product development and SCM integration reduces:
- (A) Innovation
 - (B) Time-to-market
 - (C) Supply visibility
 - (D) Customer satisfaction
56. Purchasing as a strategic function ensures:
- (A) Poor coordination
 - (B) Quality inputs and competitive pricing
 - (C) Higher wastage
 - (D) Random procurement
57. Effective supplier relationship management includes:
- (A) Delay and confusion
 - (B) Communication and trust
 - (C) Secrecy and conflict
 - (D) Avoidance
58. Customer relationship management (CRM) in SCM focuses on:
- (A) Conflict generation
 - (B) Short-term profits only
 - (C) Ignoring customer views
 - (D) Customer needs and loyalty

59. Captive buyer-supplier relationships can sometimes lead to:
- (A) Ignoring supply
 - (B) Full freedom
 - (C) Dependency risk
 - (D) No impact
60. Strategic alliances in SCM often involve:
- (A) Information sharing
 - (B) Mistrust
 - (C) Ignoring data
 - (D) Lack of communication
61. KPI “inventory turnover” measures:
- (A) How many suppliers are added
 - (B) How often stock is sold and replaced
 - (C) How often machines break down
 - (D) How fast employees change jobs
62. A critical KPI for transportation performance is:
- (A) Office canteen quality
 - (B) On-time delivery rate
 - (C) Manager dress code
 - (D) Employee meetings
63. Measuring supplier performance ensures:
- (A) Better quality and cost efficiency
 - (B) Ignoring quality
 - (C) More disputes
 - (D) Higher delays
64. Product development collaboration between buyer and supplier improves:
- (A) Innovation and speed
 - (B) Miscommunication
 - (C) Disputes
 - (D) Delay and cost
65. Relationship marketing in SCM leads to:
- (A) Frequent complaints
 - (B) Reduced trust
 - (C) Long-term loyalty
 - (D) One-time purchases
66. Supplier-retailer collaboration benefits:
- (A) Higher delays
 - (B) Ignoring demand
 - (C) More stockouts
 - (D) Demand forecasting accuracy

67. A continuous improvement tool often used in SCM:
- (A) Six Sigma
 - (B) Acting
 - (C) Storytelling
 - (D) Poetry
68. Purchasing plays a strategic role by:
- (A) Avoiding suppliers
 - (B) Ignoring efficiency
 - (C) Increasing waste
 - (D) Reducing overall supply chain costs
69. Strong supplier relationships help in:
- (A) Ignoring collaboration
 - (B) Higher disputes
 - (C) Reducing trust
 - (D) Risk sharing and innovation
70. A key benefit of strategic partnerships in SCM is:
- (A) Higher delays
 - (B) Increased conflict
 - (C) Competitive advantage
 - (D) Lower trust
71. The backbone of an effective supply chain is:
- (A) Warehousing
 - (B) Packaging
 - (C) Marketing
 - (D) Transportation
72. Which of the following is not a reason for warehousing?
- (A) Office decoration
 - (B) Demand-supply balancing
 - (C) Order processing
 - (D) Seasonal storage
73. A key factor in selecting warehouse location is:
- (A) Paint color of warehouse
 - (B) Office furniture
 - (C) Customer proximity
 - (D) Employee hobbies
74. Inventory management mainly aims at:
- (A) Raising uncertainty
 - (B) Ignoring demand
 - (C) Reducing carrying costs and stockouts
 - (D) Increasing wastage
75. EOQ in inventory management stands for:
- (A) Essential Order Queue
 - (B) Equal Order Quota
 - (C) Effective Order Quantity
 - (D) Economic Order Quantity

76. LT in inventory refers to:
- (A) Long-term planning
 - (B) Lead time
 - (C) Logistics tracking
 - (D) Loading time
77. ICC in inventory management means:
- (A) Internal Control Chart
 - (B) Inventory Carrying Cost
 - (C) Item Control Code
 - (D) International Chamber of Commerce
78. Just-in-Time (JIT) mainly focuses on:
- (A) Large inventories
 - (B) Producing only when needed
 - (C) Early bulk storage
 - (D) Overproduction
79. JIT purchasing reduces:
- (A) Customer trust
 - (B) Production quality
 - (C) Supplier coordination
 - (D) Inventory holding cost
80. Packing and marking are important because:
- (A) They confuse customers
 - (B) They reduce cost of transport damage
 - (C) They delay delivery
 - (D) They increase wastage
81. Effective warehousing improves:
- (A) Employee absenteeism
 - (B) Customer service
 - (C) Political lobbying
 - (D) Office decoration
82. Inventory categories are usually based on:
- (A) Employee ranks
 - (B) Colors, shapes, sizes
 - (C) Economic order quantity, lead time, carrying cost
 - (D) Packaging type
83. Material management ensures:
- (A) Higher uncertainty
 - (B) Smooth flow of materials at minimum cost
 - (C) Maximum delays
 - (D) Political outcomes
84. A major challenge in transportation is:
- (A) Timely delivery and cost efficiency
 - (B) Staff entertainment
 - (C) Office lighting
 - (D) Playing games

85. Third party logistics (3PL) refers to:
- (A) Keeping logistics in-house
 - (B) Political regulations
 - (C) Outsourcing logistics to external providers
 - (D) Ignoring logistics
86. Fourth party logistics (4PL) providers mainly act as:
- (A) Retail cashiers
 - (B) Warehousing clerks
 - (C) System integrators managing multiple 3PLs
 - (D) Individual truck drivers
87. A major challenge of outsourcing logistics is:
- (A) Loss of direct control
 - (B) Flexibility
 - (C) Improved expertise
 - (D) Better focus on core business
88. Reverse logistics deals with:
- (A) Returning products from customer to seller
 - (B) Forward flow of products only
 - (C) Political campaigning
 - (D) Employee hiring
89. Green Supply Chain Management focuses on:
- (A) Wasting resources
 - (B) Increasing pollution
 - (C) Reducing environmental impact
 - (D) Ignoring sustainability
90. Which of the following is an e-commerce logistics requirement?
- (A) Political influence
 - (B) Efficient last-mile delivery
 - (C) Staff entertainment
 - (D) Office redesign
91. EDI in logistics stands for:
- (A) Effective Delivery Inventory
 - (B) Electronic Data Interchange
 - (C) Economic Data Integration
 - (D) Essential Distribution Input
92. Bar coding in logistics is used for:
- (A) Easy identification and tracking of products
 - (B) Confusing buyers
 - (C) Increasing costs
 - (D) Decorating packaging

93. RFID stands for:
- (A) Ready Freight Integrated Delivery
 - (B) Remote Factory Information Data
 - (C) Retail Freight International Distribution
 - (D) Radio Frequency Identification
94. A major advantage of RFID over barcodes is:
- (A) Slower data capture
 - (B) Higher manual errors
 - (C) Ability to scan without direct line of sight
 - (D) Lower technology use
95. Re-engineering the supply chain means:
- (A) Redesigning processes for efficiency and competitiveness
 - (B) Copying old methods
 - (C) Delaying innovation
 - (D) Ignoring new technology
96. Reverse logistics is important because:
- (A) It creates waste
 - (B) It reduces trust
 - (C) It improves customer satisfaction and recycling
 - (D) It increases pollution
97. In future supply chain management, companies will focus on:
- (A) High costs and delays
 - (B) Ignoring technology
 - (C) Wasting resources
 - (D) Digital integration and sustainability
98. Green logistics includes:
- (A) Fuel-efficient transportation
 - (B) Overusing resources
 - (C) Ignoring environment
 - (D) Wasting packaging
99. A key trend in e-commerce logistics is:
- (A) Ignoring customers
 - (B) Faster delivery and real-time tracking
 - (C) Slower fulfillment
 - (D) Increasing costs
100. The main role of 4PL in future logistics is:
- (A) Integrating entire supply chain solutions
 - (B) Simple warehousing
 - (C) Ignoring outsourcing
 - (D) Individual parcel delivery

ROUGH WORK

Example :

Question :

Q.1 (A) ● (C) (D)

Q.2 (A) (B) ● (D)

Q.3 (A) ● (C) (D)

5. Each question carries equal marks. Marks will be awarded according to the number of correct answers you have.
6. All answers are to be given on OMR Answer Sheet only. Answers given anywhere other than the place specified in the answer sheet will not be considered valid.
7. Before writing anything on the OMR Answer Sheet, all the instructions given in it should be read carefully.
8. After the completion of the examination, candidates should leave the examination hall only after providing their OMR Answer Sheet to the invigilator. Candidate can carry their Question Booklet.
9. There will be no negative marking.
10. Rough work, if any, should be done on the blank pages provided for the purpose in the booklet.
11. To bring and use of log-book, calculator, pager & cellular phone in examination hall is prohibited.
12. In case of any difference found in English and Hindi version of the question, the English version of the question will be held authentic.

Impt. On opening the question booklet, first check that all the pages of the question booklet are printed properly. If there is any discrepancy in the question Booklet, then after showing it to the invigilator, get another question Booklet of the same series.

उदाहरण :

प्रश्न :

प्रश्न 1 (A) ● (C) (D)

प्रश्न 2 (A) (B) ● (D)

प्रश्न 3 (A) ● (C) (D)

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
6. सभी उत्तर केवल ओ०एम०आर० उत्तर-पत्रक (OMR Answer Sheet) पर ही दिये जाने हैं। उत्तर-पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
7. ओ०एम०आर० उत्तर-पत्रक (OMR Answer Sheet) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाये।
8. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी OMR Answer Sheet उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें। परीक्षार्थी अपने साथ प्रश्न-पुस्तिका ले जा सकते हैं।
9. निगेटिव मार्किंग नहीं है।
10. कोई भी रफ कार्य, प्रश्न-पुस्तिका में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।
11. परीक्षा-कक्ष में लॉग-बुक, कैल्कुलेटर, पेजर तथा सेल्युलर फोन ले जाना तथा उसका उपयोग करना वर्जित है।
12. प्रश्न के हिन्दी एवं अंग्रेजी रूपान्तरण में भिन्नता होने की दशा में प्रश्न का अंग्रेजी रूपान्तरण ही मान्य होगा।

महत्वपूर्ण: प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्नपुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।