

E-BOOK

FUNDAMENTALS OF LOGISTICS MANAGEMENT



**Worksheet Chapter 1:
Overview of Business Logistics and Planning**

**BY
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FUNDAMENTALS OF LOGISTICS MANAGEMENT

WORKSHEET CHAPTER 1:

OVERVIEW OF BUSINESS LOGISTICS AND PLANNING



FARDHILA SYAHIRA BINTI SALMI NORDIN

Worksheet Chapter 1: Overview of Business Logistics and Planning

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PREFACE

This worksheet is designed as supplementary material for the course of Fundamentals of Logistics Management. It includes important theories and concepts, as well as exercise practice, to help students better understand Chapter 1: Overview of Business Logistics and Planning. These exercises should be practiced at the end of each class lesson to improve required knowledge and understanding in order to pass the exam and meet the learning objectives. Students are encouraged to use previous theories and concepts as references to answer questions on the sheet as much as possible.

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FUNDAMENTALS OF LOGISTICS MANAGEMENT WORKSHEET CHAPTER 1: OVERVIEW OF BUSINESS LOGISTICS AND PLANNING



SYNOPSIS

FUNDAMENTALS OF LOGISTICS MANAGEMENT aim to introduce basic terms, concepts, principles and methods for the successful planning, organizing and controlling of these logistics management. There are several topics covered under this course, such as product, customer service, order processing, transportation, inventory and warehousing.

COURSE CONTENT OUTLINE

- 1.1 Explain the nature of business logistics and planning.
- 1.2 Describe supply chain management.

VOLUME INDEX OF SERVICE THIRD QUARTER 2020



DEPARTMENT OF STATISTICS MALAYSIA



VOLUME INDEX OF SERVICES (2015=100)
THIRD QUARTER 2020

Volume Index of Services **rebound** in
third quarter 2020
as compared to the previous quarter

-22.5%

Q2 2020

24.3%

Q3 2020

Wholesale & Retail Trade, Food & Beverages and Accommodation

Q2 2020: -26.3%

Q3 2020: 31.0%

Wholesale & Retail Trade

Q3 2020: 32.1%
Q2 2020: -23.2%



Food & Beverages
Q3 2020: 15.1%
Q2 2020: -33.0%



Accommodation

Q3 2020: 134.5%
Q2 2020: -77.6%



Information & Communication and Transportation & Storage

Q2 2020: -14.6%

Q3 2020: 15.2%

Information & Communication

Q3 2020: 1.8%
Q2 2020: 1.6%



Transportation & Storage

Q3 2020: 55.8%
Q2 2020: -42.5%



Business Services and Finance

Q2 2020: -18.8%

Q3 2020: 19.6%

Finance & Insurance

Q3 2020: 22.0%
Q2 2020: -14.5%



Professional, Scientific & Technical and Administrative & Support Services

Q3 2020: 13.6%
Q2 2020: -22.0%



Real Estate

Q3 2020: 22.1%
Q2 2020: -30.6%



Other Services

Q2 2020: -39.5%

Q3 2020: 38.6%

Arts, Entertainment & Recreation and Personal Services & Other Activities

Q3 2020: 150.3%
Q2 2020: -74.5%



Private Education

Q3 2020: 14.8%
Q2 2020: -13.3%



Private Health

Q3 2020: 15.2%
Q2 2020: -16.4%



Percentage Change: Quarter-on-Quarter

Source: Volume Index of Services, Third Quarter 2020, Department of Statistics, Malaysia

COURSE SYLLABUS



1.1 Explain the nature of business logistics and planning.

Source	Definition of logistics
Logistics World	
The American Council of Logistics Management	
The European Logistics Association	
The Chartered Institute of Logistics and Transport (UK)	
Council Of Logistics Management	



Seven rights of logistics

Right product	
Right quality	
Right condition	
Right place	
Right time	
Right customer	
Right cost	

COURSE SYLLABUS



1.1.1 Describe the nature of business logistics and planning

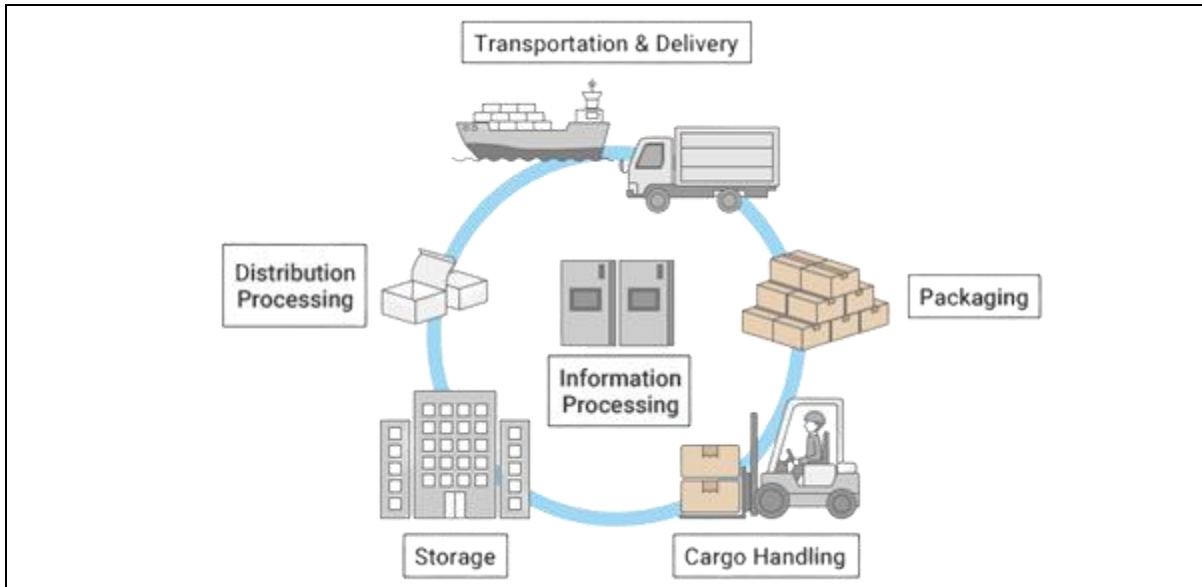
WHAT IS LOGISTICS MANAGEMENT?



Definition of logistics management

Blank area for the definition of logistics management.

Worksheet Chapter 1: Overview of Business Logistics and Planning



Benefits of effective logistics management

<p>Visibility</p>	
<p>Reduced overhead</p>	
<p>Improved customer experience</p>	
<p>Preventing loss</p>	
<p>Support expansion</p>	
<p>Competitive edge</p>	

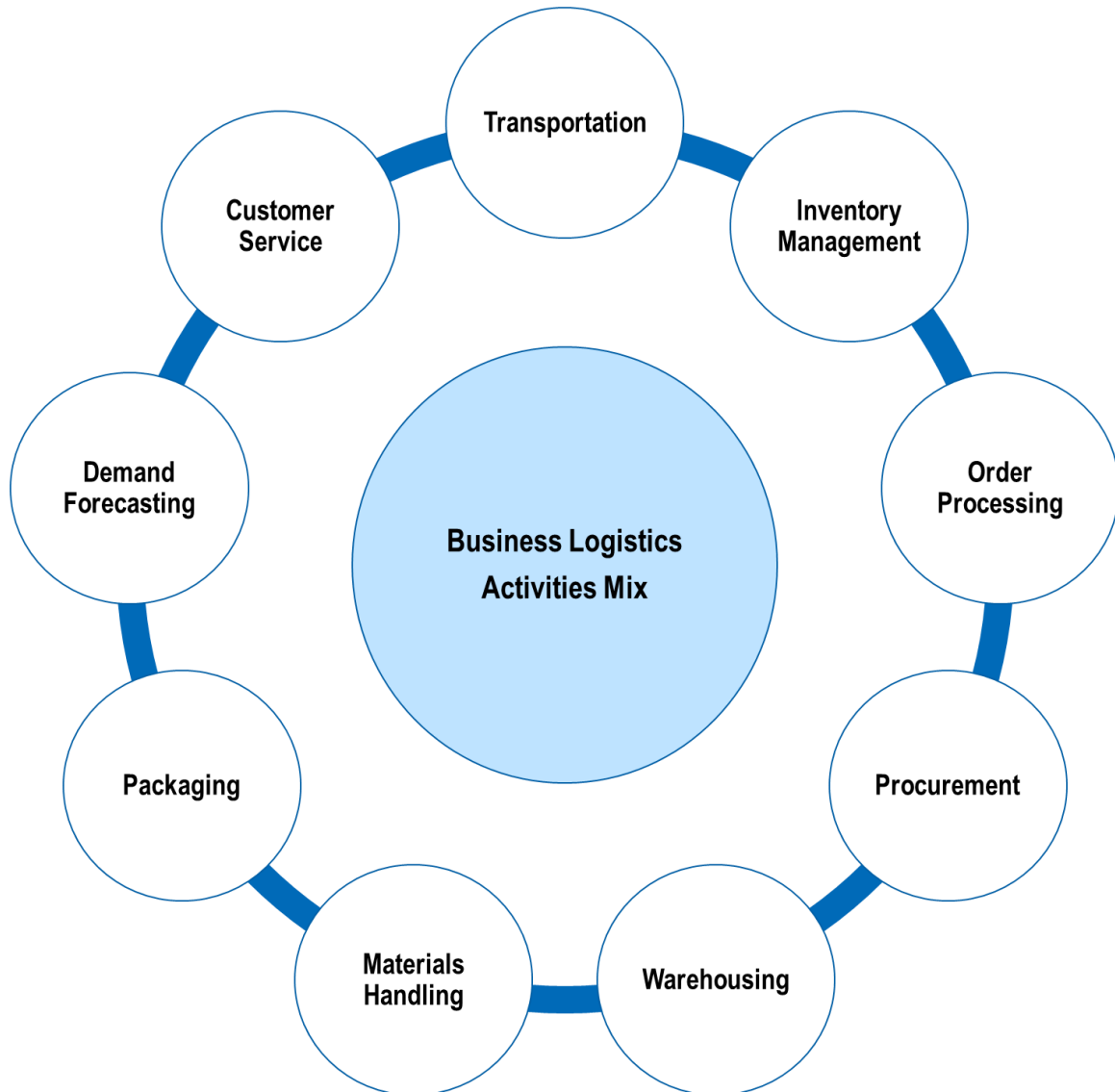
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Objectives of logistics management	
Improve Supply Chain Efficiency	
Fulfill customer requirements	
Reduce Operational Cost	
Optimize delivery performance	
Efficient Flow of Information	
Reduce Carbon Footprint	

COURSE SYLLABUS



1.1.2 Define the activity mix that involved in logistics business

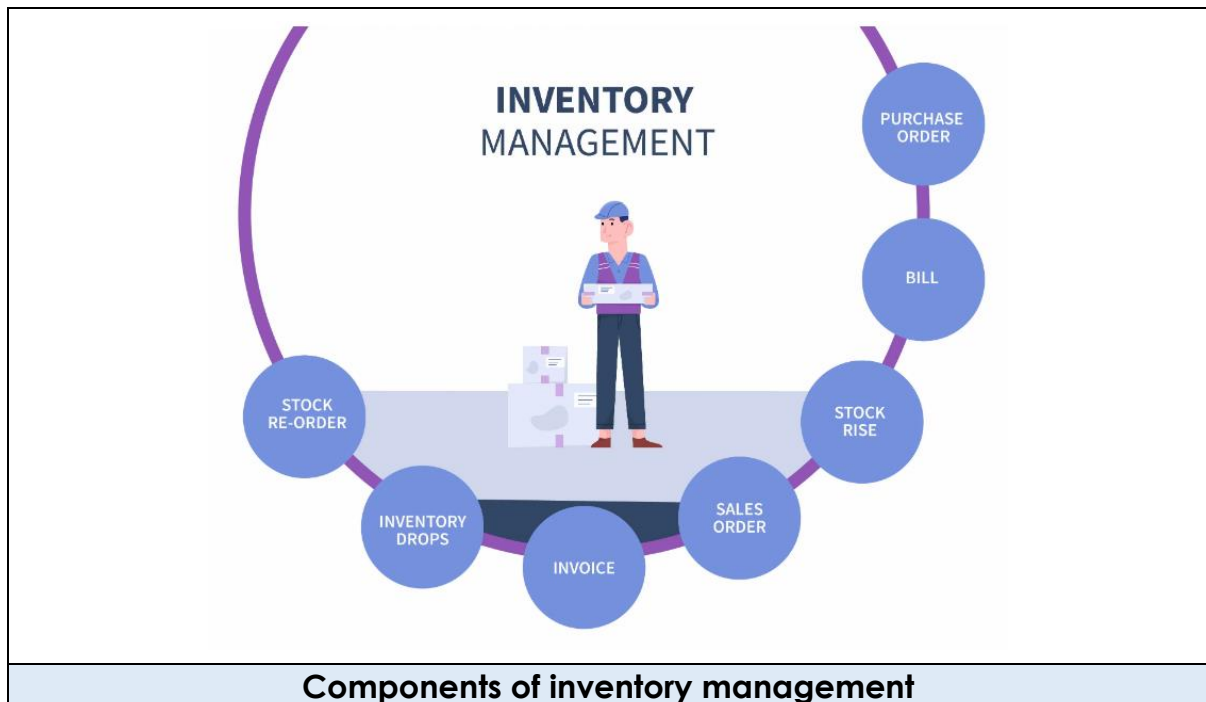




Mode of transportations

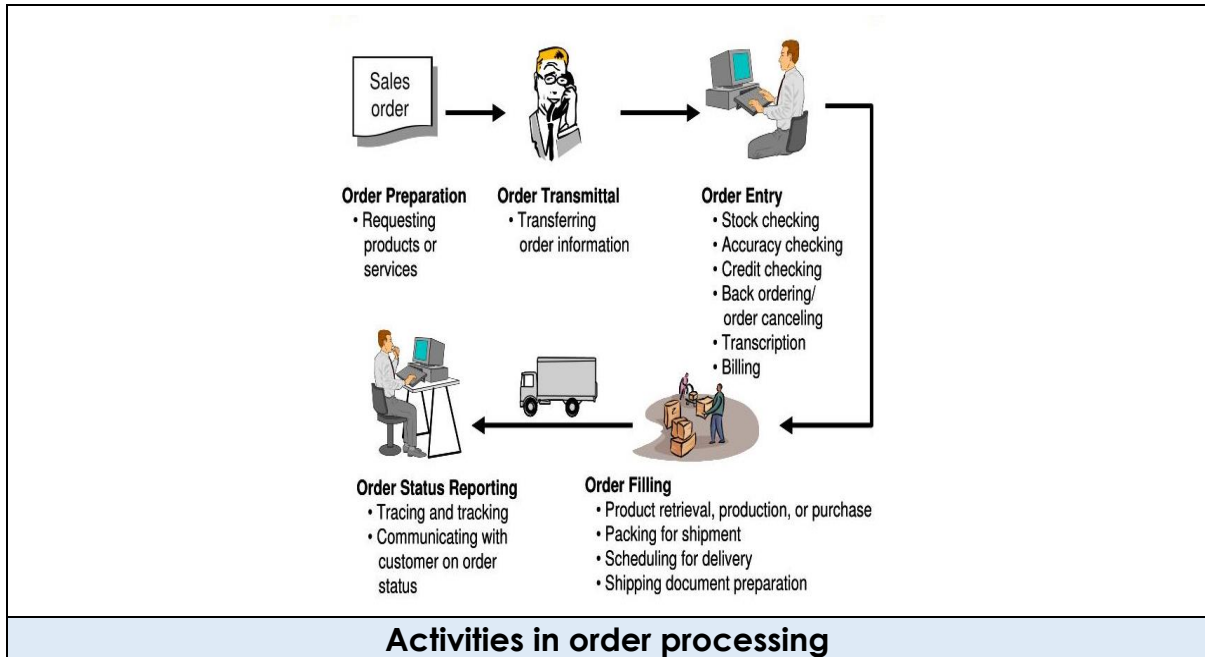
Definition of transportation	
Mode of transport	1)
	2)
	3)
	4)
	5)

Worksheet Chapter 1: Overview of Business Logistics and Planning



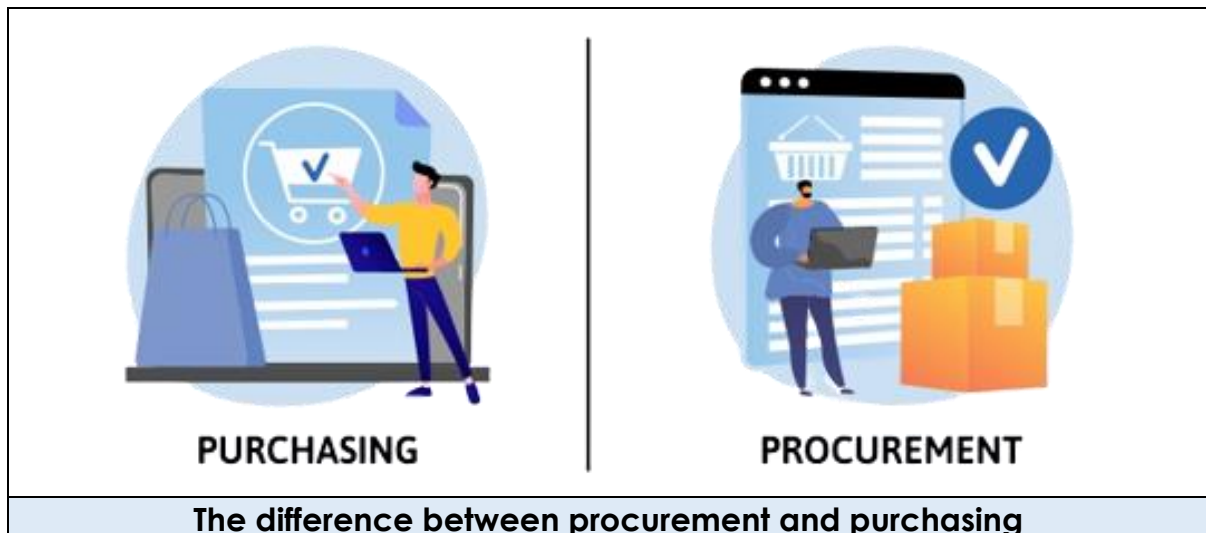
Definition of inventory	
Definition of inventory management	
Objectives of inventory management	1)
Objectives of inventory management	2)
Objectives of inventory management	3)

Worksheet Chapter 1: Overview of Business Logistics and Planning



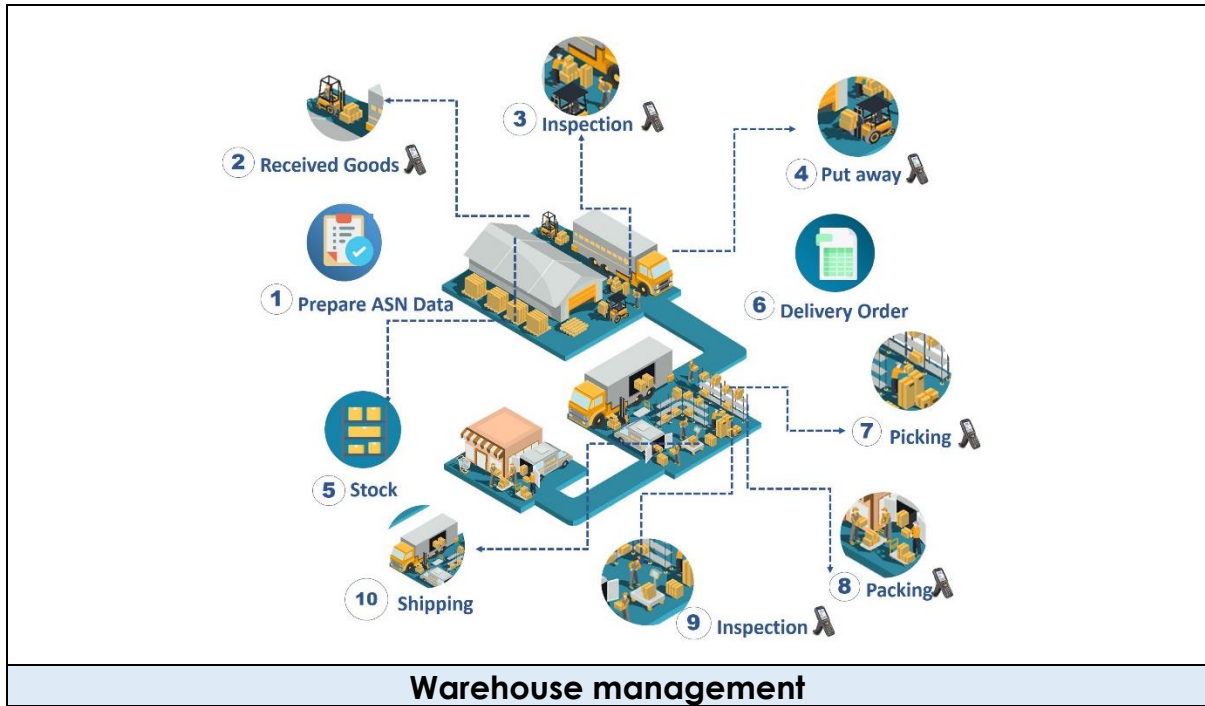
Definition of order processing	
Activities in order processing	1)
	2)
	3)
	4)
	5)

Worksheet Chapter 1: Overview of Business Logistics and Planning



Definition of procurement	
Definition of purchasing	
Objectives of procurement	1)
	2)
	3)

Worksheet Chapter 1: Overview of Business Logistics and Planning



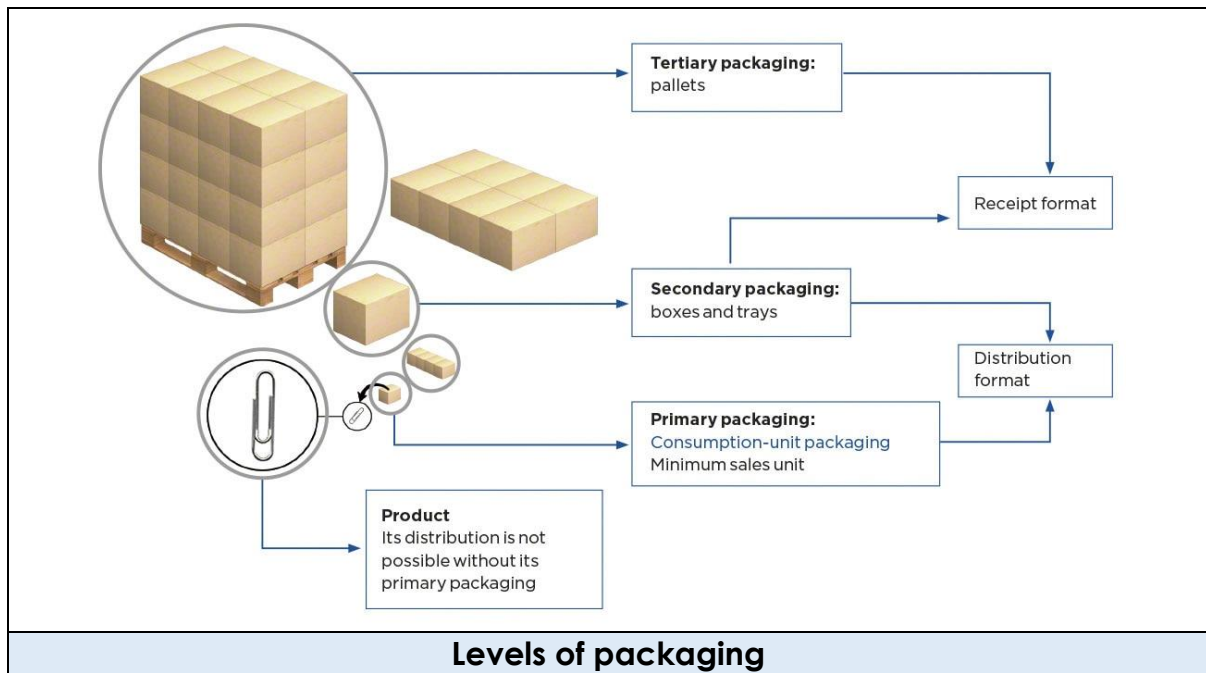
Definition of warehouse	
Functions of warehouse	1)
Functions of warehouse	2)
Functions of warehouse	3)
Functions of warehouse	4)
Functions of warehouse	5)

Worksheet Chapter 1: Overview of Business Logistics and Planning



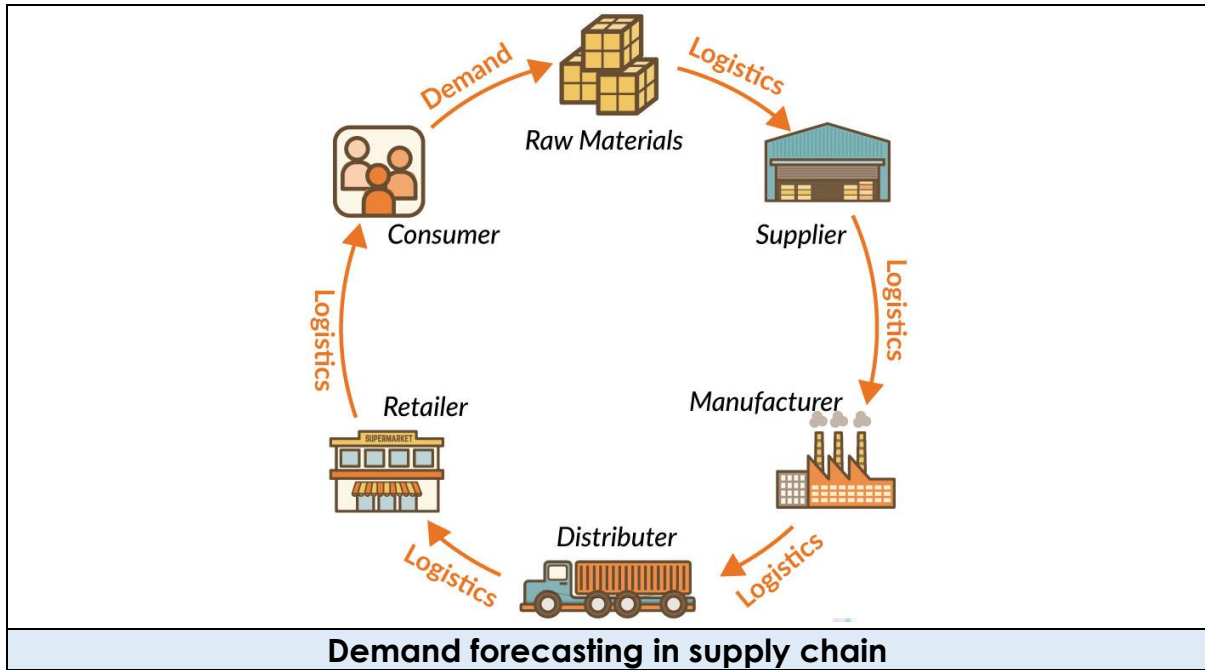
Definition of material handling	
Importance of material handling	1)
Importance of material handling	2)
Importance of material handling	3)
Importance of material handling	4)
Importance of material handling	5)

Worksheet Chapter 1: Overview of Business Logistics and Planning



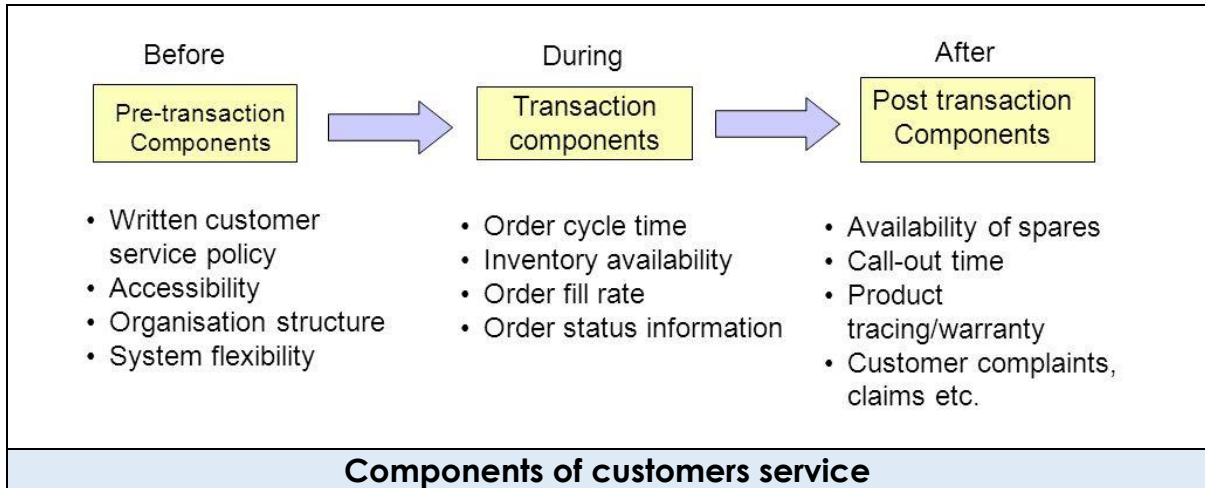
Definition of packaging	
Functions of packaging	1)
Functions of packaging	2)
Functions of packaging	3)

Worksheet Chapter 1: Overview of Business Logistics and Planning



Definition of demand forecasting	
Importance of demand forecasting	1)
	2)
	3)
	4)
	5)

Worksheet Chapter 1: Overview of Business Logistics and Planning



Definition of customer service	
Importance of customer service	1)
	2)
	3)
	4)
	5)

COURSE SYLLABUS



1.1.3 Indicate the importance of business logistics

1) Globalization of Industries



Empty rectangular box for notes or answers related to the section '1) Globalization of Industries'.

2) Logistics Is Key to Customer Service



Empty rectangular box for notes or answers related to the section '2) Logistics Is Key to Customer Service'.

3) Costs Are Significant



4) Logistics is important to strategy



5) Logistics helps businesses create value



6) Logistics helps delivering product at the right place timely



COURSE SYLLABUS



1.2 Describe supply chain management



Definition of supply chain management

Benefits of supply chain management

- 1)
- 2)
- 3)
- 4)
- 5)

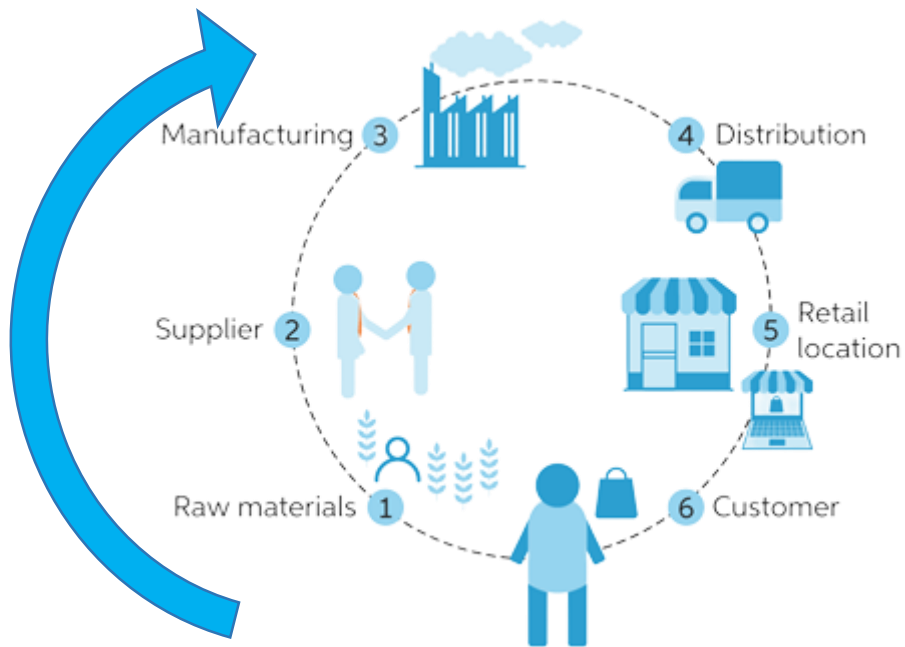
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Objectives of supply chain management	
Improve Efficiency	
Improve Quality	
Optimize Transportation and Logistics	
Reduce Costs	
Enhance Customer Satisfaction	
Improve Distribution	
Maintain Better Coordination	

COURSE SYLLABUS



1.2.1 Identify materials management



Definition of materials management

Aim of materials management

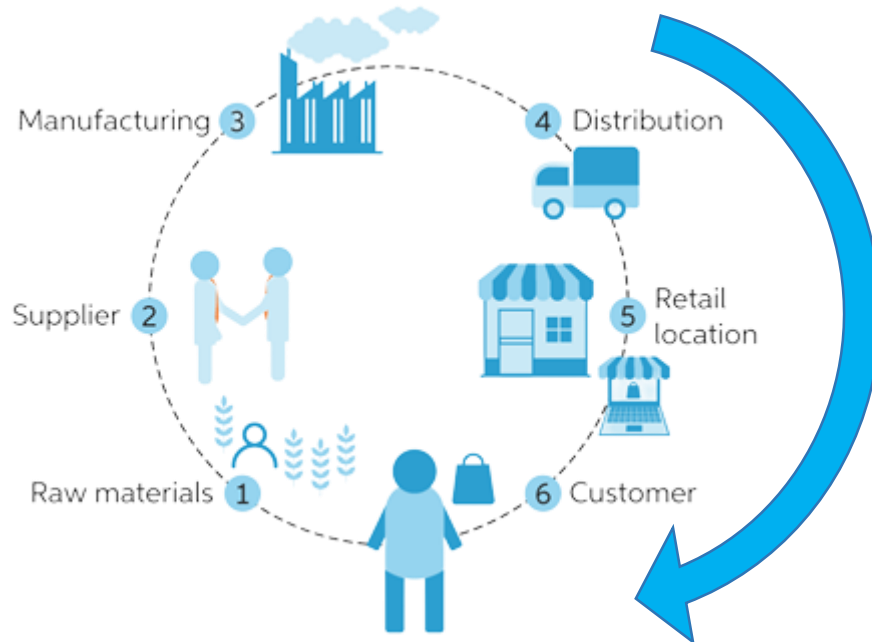
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Materials Management Process	
Purchasing	
Storage	
Transport	
Receiving	

COURSE SYLLABUS



1.2.2 Describe physical distribution



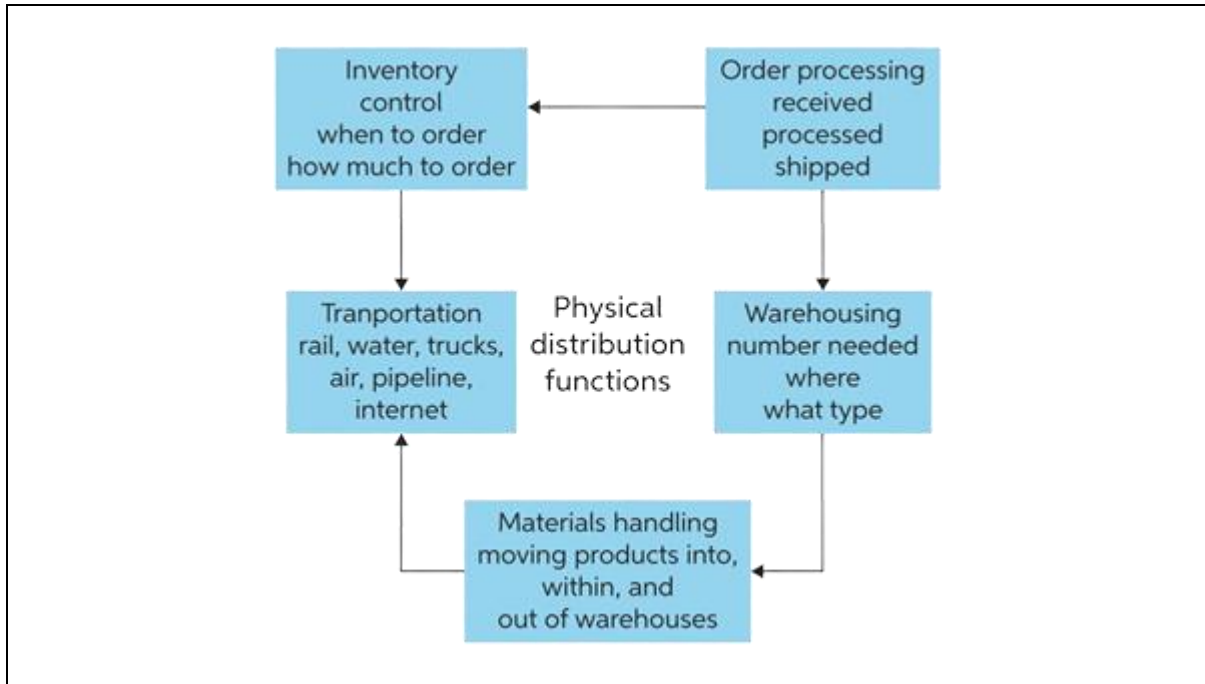
Definition of physical distribution

Objectives of physical distribution

1)

2)

Worksheet Chapter 1: Overview of Business Logistics and Planning



Functions of physical distribution	
Customer service	
Order Processing	
Inventory control	
Inventory control	
Packaging	

COURSE SYLLABUS



1.2.3 Describe reverse logistics

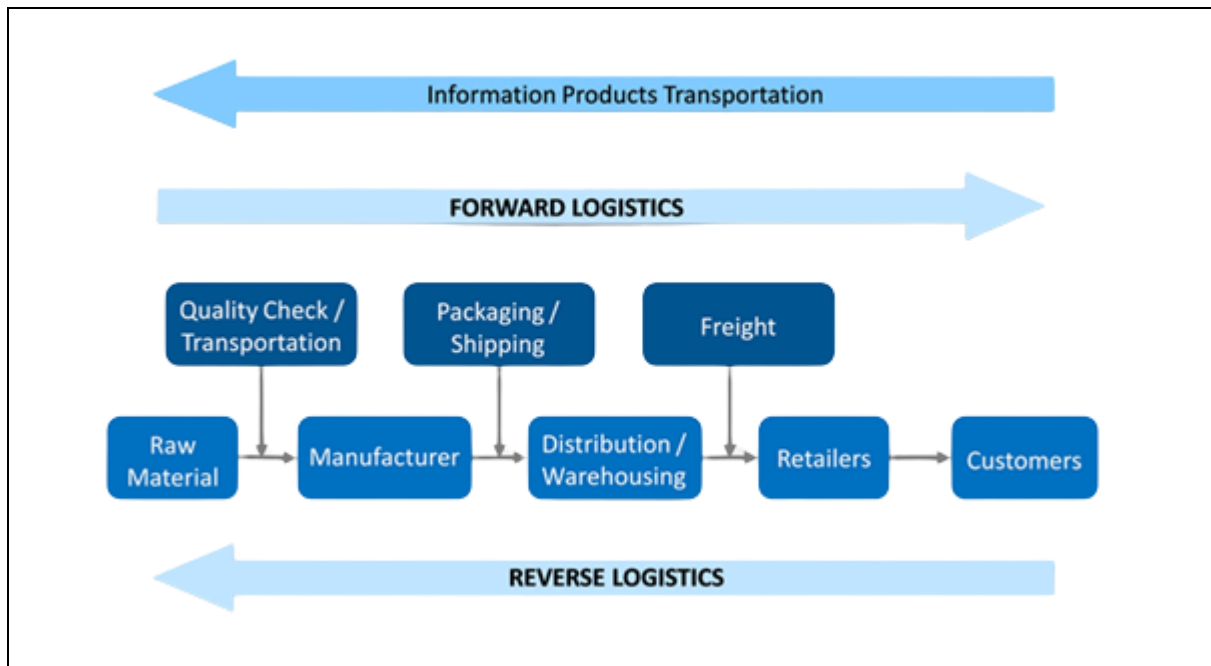


Definition of reverse logistics

Benefits of reverse logistics

- 1)
- 2)
- 3)
- 4)
- 5)

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The differences between forward and reverse logistics	
Forward logistics	Reverse logistics

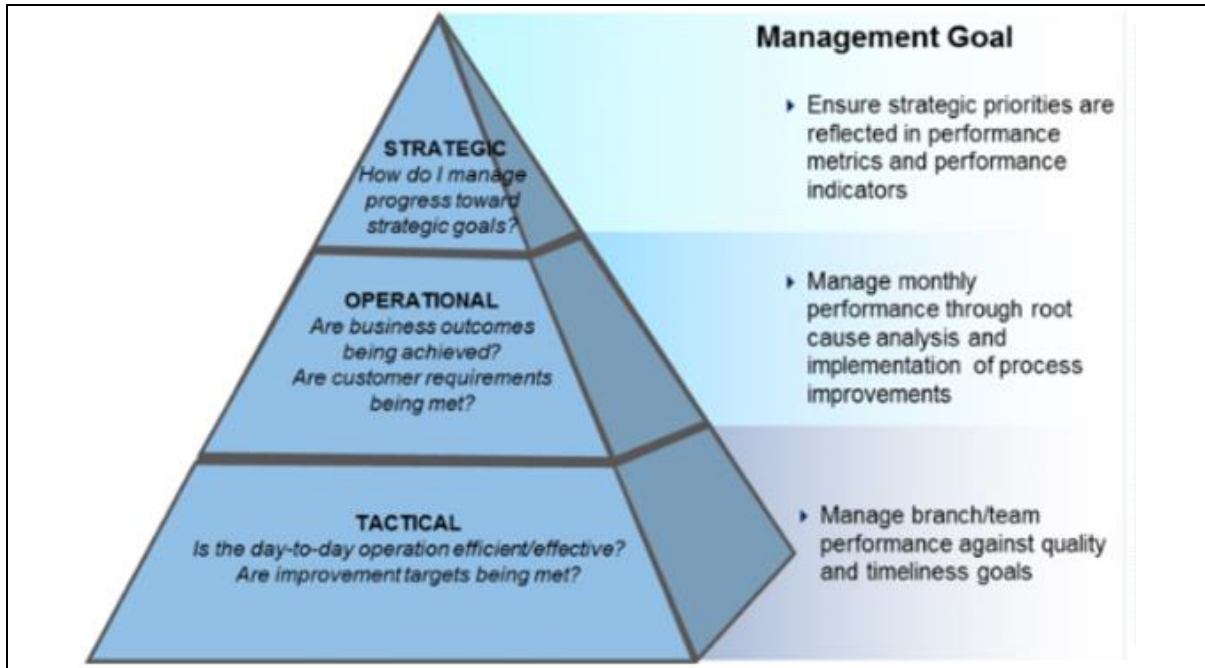


Benefits of reverse logistics	
Minimize the environmental impact	
Improve corporate image and customer satisfaction	
Discover new ways of reworking materials	
Stock control	

COURSE SYLLABUS



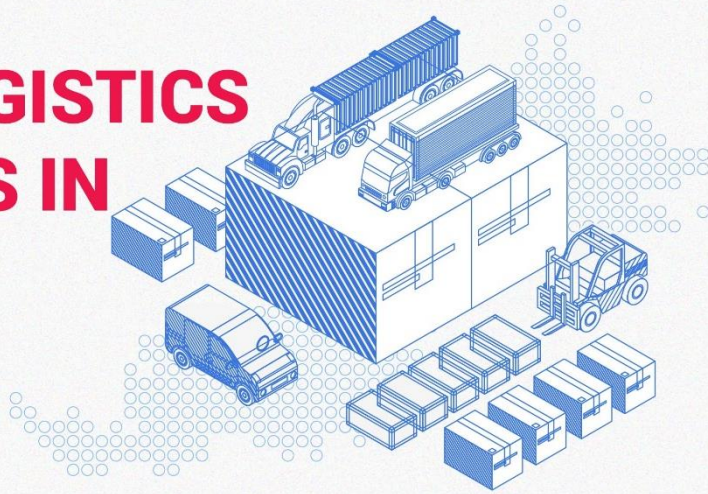
1.2.4 Identify corporate and logistics planning



Three levels of logistics planning in organization

<p>Strategic planning</p>	
<p>Operational planning</p>	
<p>Tactical planning</p>	

LIST OF LOGISTICS COMPANIES IN MALAYSIA



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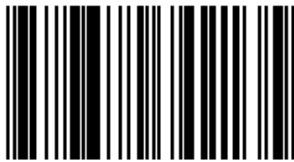
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