

- 1.** Give short answers for the following questions: (14)
- i. What is 'facility management' all about?
 - ii. What is meant by the term 'milk run deliveries'?
 - iii. What is meant by the term 'reverse logistics'?
 - iv. Deliveries can be made to customers from two sources. What are these?
 - v. Describe the procedures involved in production scheduling.
 - vi. Outline the procedures for Affective Order Management.
 - vii. Outline the benefits of outsourcing supply chain operations.
- 2.** "The more flexible, responsive and cost effective the supply chain is, the more likely the product will be to succeed in its market." Discuss this. (8)

Project (8)

Take a critical look around you and see if you can see examples of poor logistics. You might find, for example, that a train is cancelled, a bus arrives at the wrong time, a delivery of goods arrives after the promised time, a shop runs out of a product that you want, a town centre is poorly laid out, and so on.

What could you do to improve these operations? Produce your findings in a report.