END SEMESTER EXAMINATION   Nov/Dec-2019

MGS-03 Logistics Planning and Strategy

Time: 3:00 Hours   Max. Marks : 60

Note: Answer **any five** questions. Assume suitable missing data.
Use the attached case study for solving questions.

Q.1 How does the dabbawalla organization achieve its high service performance? What is its secret for success?   [12]

Q.2 Why do world-class companies like FedEx study the *dabbawalla system*? What do they expect to learn?   [12]

Q.3 For *dabbawalla* what would be a better strategy, to offer services as 3PL or 4PL, if they are to enter into partnership with an organization. Support your answer.   [12]

Q.4 Elaborate "*on-time delivery, every time*". Is this a critical aspects of logistics management for an organization?   [12]

Q.5 A consultant wants to revamp *dabbawalla system* and proposes several changes. How should Raghunath Medge respond? If he allows him to make changes to the system. Please list specific examples of what you as a consultant would change.   [12]

Q.6 Few managers can afford to hire star employees and even if they could, the Performance of those individuals is hardly a sure thing because, as research has shown, stars typically need a strong team in order to flourish. But *dabbawalla system* turns this upside down, where ordinary members are delivering world class performance. Elaborate.   [12]

Q.7 Identify and describe various constituents of logistics management as applicable to *dabbawalla system*.   [12]

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