

M&L 3380 – Logistics Management

Final Exam Review Sheet

Review sheet is focused on textbook material only. This is only to help focus your studying, not a promise of content. Make sure to also review/study all slide decks.

Chapter 1 – An Overview of Logistics

- Various types of utility and how they relate to logistics
 - Economic Utility – Value or usefulness of a product in fulfilling customer needs or wants
 - Possession Utility – Value or usefulness that comes from a customer being able to take possession of a product. Can be influenced by the payment terms associated with a product.
 - Form Utility – product's being in a form that can be used by the customer and is of value to the customer. Allocation.
 - Place Utility – having products available where they are needed by customers' products are moved from points of lesser value to points of greater value.
 - Time Utility – having products available when they are needed by customers.
- CSCMP (Council of Supply Chain Management Professionals) definition of logistics
 - Logistics management is that part of Supply Chain Management that plans, implements, and controls the efficient, effective forward and reverse flow and storage of goods services and related information between the point of origin and the point of consumption in order to meet customers' requirements.
- Key reasons why logistics has gained importance
 - Since 1980 has been gaining importance
 - A Reduction in Economic Regulation
 - Deregulation – relaxed government control of carriers' rates and fares, entry and exit, mergers and acquisitions, and more. These controls were particularly onerous in the US transportation industry in the sense that price competition was essentially nonexistent and customers were pretty much forced to accept whatever service the carriers chose to provide.
 - Created flexibility that gave more options for logistics managers.
 - Changes in Consumer Behavior
 - Market demassification suggests that in contrast to mass markets an ever-increasing number of market segments leads to distinct preferences.
 - Changing Family Roles – more women working means extended hours for stores to meet time needs
 - Rising Customer Expectations – customer expectations tend to increase through time, those that met expectations 30 years ago wouldn't meet today's
 - Technological Advances
 - Computer hardware and software in the sense that management of logistics involves a tremendous amount of data.
 - Purchasing, procurement and transportation

- Disintermediation – removal of intermediaries between producer and consumer.
- Systems approach with respect to corporate functions
- Total cost approach
- How does logistics interact with other functional areas?
- Review the typical activities in the logistics channel

Chapter 5 – The Supply Chain Management Concept

- CSCMP definition of supply chain and supply chain management
- Understand the SCOR, GSCF and APQC models
- What attributes are affecting supply chain management implementation?
- What barriers are there to supply chain management implementation?

Chapter 6 – Procurement

- What are the objectives of procurement?
- Figure 6-1 supplier selection process
- Quality issues in procurement
- Socially responsible procurement

Chapter 7 – Demand Management, Order Management, and Customer Service

- Definitions of demand management, order management, and customer service
- Basic forecasting models
- Understand the steps in an order fulfillment process
- Customer profitability analysis
- How do we measure customer service?

Chapter 8 – Inventory Management

- Inventory classifications
- Carrying costs, ordering costs and their trade-off
- Stockout costs
- When should a company order?
- How much should the company order?
- ABC analysis
- Vendor Managed Inventory (VMI)

Chapter 9 – Distribution Center, Warehouse and Plant Location

- Strategic importance of facility location
- Determining the number of facilities
- Factors influencing facility location
- Free trade zones
- Finding the low-cost location
- Facility relocation and closing

Chapter 10 – Warehousing Management

- Functions of warehousing
- Public, private, contract and multiclient warehousing
- Design considerations in warehousing
- Warehousing operations

Chapter 12 – Transportation

- Comparison of modes
- LTL vs TL traffic
- Intermodal transportation
- Different types of transportation specialists and the services they can provide
- Transportation regulation
- Legal classifications of carriers

Chapter 13 – Transportation Management

- Rate determination
- Terms of sale on page 247
- Modal and carrier selection
- Bill of lading
- Freight bill
- Consolidating small shipments
- Demurrage and detention
- Routing
- Tracing and expediting

Chapter 2 – Logistics and Information Technology

- Figure 2-1 General types of information management systems and logistics examples
- Understand the technologies of EDI, RFID, TMS, WMS and ERP
- How has the internet influenced logistics?

Chapter 14 – International Logistics

- Macro-environmental influences on international logistics
- International documentation
- Terms of Sale
- EXW, FCA, FAS, FOB, CFR, CPT, CIF, CIP DES, DEQ, DAF, DDP and DDU
- Methods of Payment
- Different types of international trade specialists and the services they can provide
- Transportation considerations in international logistics
- Logistics Performance Index (LPI)

Speakers

Abercrombie & Fitch

- 4.1 billion dollars in revenue last year
- HQ in New Albany
- Growth in International Area
- Hollister in 14 different countries
 - Mall based stores
- A&F in 12 different countries
- Right Product, Right Place, Right Time
- Max profitability and sell-thru
- Depends on store experience (no advertisement)