

3. LOGISTICS AND MATERIAL MANAGEMENT (H4, H5, H6)

SCHEME OF EXAMINATION

Std. XI

Paper	Title of the Paper	Theory		Practical		Term work	Project work	Visits	Oral	Total Marks	Average
		Marks	Time (Hrs)	Marks	Time (Hrs)						Marks
1	PURCHASE MANAGEMENT	80	3	80	3	10	10	10	10	200	100
2	LOGISTICS AND WAREHOUSING	80	3	80	3	10	10	10	10	200	100
3	BANKING AND ACCOUNTING	80	3	80	3	10	10	10	10	200	100

Std. XII

Paper	Title of the Paper	Theory		Practical		Term work	Project work	Visits	OJT	Total Marks	Average
		Marks	Time (Hrs)	Marks	Time (Hrs)						Marks
1	RETAIL MANAGEMENT	80	3	80	3	10	10	10	10	200	100
2	SECURITY AND SAFETY EQUIPMENTS	80	3	80	3	10	10	10	10	200	100
3	SUPPLY CHAIN MANAGEMENT	80	3	80	3	10	10	10	10	200	100

*OJT: ON THE JOB TRAINING

Introduction

The existing course 'Purchasing & Storekeeping' from commerce group is now renamed as 'Logistics and Material Management'. It includes three new subjects for each standard.

For Std. XI, the subjects are-

- 1) Purchase Management
- 2) Logistics and Warehousing
- 3) Banking and Accounting

For Std. XII, the subjects are-

- 1) Retail Management
- 2) Security and Safety Equipments
- 3) Supply Chain Management

New syllabus includes all the important aspects of trade and commerce. Banks, logistics, accounts, transportation, market supply chain plays very important and key role in the modern trade and commerce. Commerce students must acquire accurate and deep knowledge of these areas. So that he can get employment in all these areas, also it is very useful for self employment.

Objectives

To enable student-

- 1) To give knowledge of all important and key areas included in trade and commerce.
- 2) To give latest knowledge of all purchasing methods, such as e-marketing, e-purchasing, e-retailing, tele marketing.
- 3) To give knowledge of modern banking business.
- 4) To give knowledge of supply chain in the market.
- 5) To give full knowledge relating to tally operation.
- 6) To give information about logistics and transportation, so that student can have employment and also start his own business in that field.
- 7) To give full knowledge in the area of security and safety equipments in Industries.

Job opportunities

A) Wage Employment

- 1) Purchase Assistant
- 2) Purchase Manager
- 3) Purchase Clerk
- 4) Store Keeper

- 5) Store Manager
- 6) Store Assistant
- 7) Receipt Clerk
- 8) Issue Clerk
- 9) Bank Clerk
- 10) Transport Company Clerk
- 11) Accountant
- 12) Accounts Manager
- 13) Ware house Keeper
- 14) Security Guard
- 15) Security Manager
- 16) Supply chain Manager
- 17) Insurance Agent
- 18) Import Export Agent
- 19) Logistic Supplier
- 20) Marketing Manager
- 21) Market Surveyor
- 22) Computer Operator
- 23) Tally Operator
- 24) Human Resource Manager
- 25) Post Clerk
- 26) Postman
- 27) Book Keeper
- 28) Sales Supervisor
- 29) House Keeper
- 30) Delivery Boy or Courier Boy

B) Self Employment

1. Agent
2. Broker
3. Clearing Agent, Forwarding Agent
4. Supplier
5. Market Surveyor
6. Commission Agent
7. Transporter
8. Warehouse Owner
9. Accounts Writer
10. Security Supplier
11. Courier Services
12. House Keeping Agency

Std. XI

Paper I: Purchase Management (H4) Theory

Periods

Topic No. 1: Market Survey	30
Purchase: Term Meaning of market Demand, Supply and Price in the market Classification of Materials: Consumable & Non Consumable, Industrial Products & House Hold Products Sales Network, Dealers Network Selection of team of market survey Selection of location of market e-Survey Drafting of Questionnaire	
Topic No. 2: Purchase Data	10
Meaning of Purchase Data Collection of information of various sources of Supplies Quality of Goods: Explanation Tender & its types, such as e-tender, open tender	
Topic No. 3: Vendor Selection & Negotiation	16
Need of comparison in between various suppliers, e search of supplier Negotiation on Terms & Conditions, Vendor Selection on the basis of supply schedule, services rendered, financial capacity etc. Price: Its role in purchasing Types of Prices	
Topic No. 4: Purchase Budget & Purchase Order	20
Meaning & need of Purchase Budget Methods of Purchasing, Purchasing through internet (e-purchasing) Purchase procedure & Purchase Order Procedure of Sending Purchase Order Follow up of Purchase Order	
Topic No. 5: Receipt & Storing of Materials	36
Receipt: Explanation of term 'receipt of material,' it's procedure Inspection: Explanation of Inspection of goods (quality and quantity). Inspection Procedure, rejection of material Storing of Goods: Explanation, Binning, Placing & Indexing of Materials Issue of Materials: meaning, Procedure. LIFO, FIFO Systems: advantages, disadvantages	

Topic No. 6: Computer**08**

Meaning, Need & Importance of computer.
Computer language

Practical**Periods****Topic No. 1: Market Survey****50**

Purchase Organization chart
Chart on types of Market
Demand and Supply Curve – Individual and market curve with examples
List of Classification of Materials
Consumable & Non Consumable material: At least 20 each
Industrial Products & House Hold Products: At least 20 each
Chart on channel of distribution & Networks
e-Survey, Market survey with the help of advertisements in news paper & trade magazines
Role playing game on selection of team of market survey
Actual market survey of Food, Cloth, Stationery, Electronic goods, Electrical goods market. Report writing on market survey.
Preparation & filling of questionnaire

Topic No. 2: Purchase Data**36**

Tabulation of Information Collected
Proforma of Purchase Requisition slip
e-Requisition
Proforma of Inquiry Letter
Proforma of Quotation, e-tender, open tender
Tender opening procedure
Procurement Cost: Its elements and calculation of procurement cost with the help of simple example.

Topic No. 3: Vendor Selection & Negotiation**24**

Item wise list of vendors, Preparation of Comparative Statement, e-search for supplier.
Mock discussion between group of at least 5 students on negotiations on Term & Conditions, Group discussion may based on purchase of stationery, consumable items, household items etc.
Flow chart on supply of raw materials.
Computation of Purchase Price with suitable illustration. Explanation of Purchase price, freight, taxes etc.

Topic No. 4: Purchase Budget & Purchase Order **30**

Types of Budget, its forms, Purchase Budget, its proforma
Proforma of Purchase Order
Sending of Purchase Order by e-mail, Purchasing through internet (e-purchasing)
Preparation of Purchase Order of own College for Stationery, Journals and Papers etc.
Follow up Letter of Purchase Order with illustration

Topic No. 5: Receipt & Storing of Materials **72**

Preparation of Materials Receipt Book, GRN, Daily Receipt Voucher
Preparation of Damage / Shortage/Excess Report
Instruments used in Inspection Procedure, Rejection Note
Proforma of Bin Card
Proforma & Preparation of Store Ledger: Examples on LIFO & FIFO
Other documents used in Issue Procedure

Topic No. 6: Computer **28**

Introduction to Word, Excel, PowerPoint
Preparation of letter in Word
Preparation of mark sheet in Excel
Preparation of slides in PowerPoint i.e. PPT
Preparation of PPT slide on information of college.

Paper II: Logistics and Warehousing (H5)

Theory

Periods

Topic No. 1: Road Transport **20**

Road Transport – Introduction, Characteristics
Advantages and limitations of road transport.
Introduction to Ideal Journey Planning, Delivery Planning (Part / Wholesale Delivery),
calculation of journey expenditure & duration. Procedure of forwarding and
receiving material, procedure of booking of a parcel.

Topic No. 2: Rail Transport **16**

Rail Transport – Introduction, Characteristics, classification of rails
Advantages and limitations of rail transport.
Procedure of booking of a parcel

Topic No. 3: Air & Water Transport **30**

Air Transport: Introduction, Characteristics
Advantages and limitations of air transport

Procedure of booking of a parcel in domestic / international flights
Water transport: Introduction, means used in water transport
Advantages and limitations of water transport.
Procedure of booking of a parcel in water transport
Import Export Duty: Introduction
Other expenses incurred on Dockyard

Topic No. 4: Warehousing **14**

Meaning, Importance
Functions of warehouse
Preservation of goods: meaning, importance

Topic No. 5: Insurance **16**

Introduction to Insurance
Need & Importance of Insurance.
Life Insurance: Meaning, Importance, Principles
Fire Insurance: Meaning, Importance, Principles
Marine Insurance: Meaning, Importance
Transit Insurance: Meaning, Importance
Settlement of claim and damages in respect of each insurance
Medi-claim Insurance: Introduction, importance.

Topic No. 6: Human Resource Management **24**

Labour Contract: Explanation
Labour Act, Labour Contract: Primary knowledge
Maintaining relations with labourers and Industries
Procedure of supplying of labours and solving labour's disputes.

Practical

Periods

Topic No. 1: Road Transport **36**

Road Transport: Introduction.
Chart on type of and means used in Road Transport
Documents used in Road Transport such as L.R., G.R.N., Bilty
Examples on Calculation of Journey Expenditure
Receipt Procedure & Packing conditions of dispatching the goods.
Procedure of Payments, Toll Tax, Hamali through study visit. Report writing.

Topic No. 2: Rail Transport	30
<ul style="list-style-type: none"> Rail Transport: Introduction. Procedure of sending a parcel through railway Documents used in Rail Transport: RR, GRN, Delivery Challan Chart on rates of parcels Packing, Labeling, marking on parcel Visit to Roadline Transport Co., MSRTC Office 	
Topic No. 3: Air & Water Transport	60
<ul style="list-style-type: none"> Air Transport: Introduction Chart on air transport: domestic / international flights Documents used in Air Transport, Air Consignment Note, GRN, Delivery Challan Chart on fare rates of parcels: domestic / international flights Packing, labeling, marking on parcel Water Transport: Introduction, chart on water transport (Inland & International) Documents used in Water Transport, Bill of Lading, GRN, Delivery Challan Chart on rates of parcels & import export duty calculation Packing, labeling, marking on parcel 	
Topic No. 4: Warehousing	30
<ul style="list-style-type: none"> Types of Ware House Procedure of keeping material in warehouse Proforma of Warehouse Receipt Procedure adopted in fixing of gradation and standardization of goods Rates of Private & Public Warehouse Preservation methods of common articles in a warehouse / Store (Perishable / Non Perishable / Chemical / Rubber etc) 	
Topic No. 5: Insurance	40
<ul style="list-style-type: none"> Procedure of getting Life Insurance Policy Types of life insurance policies, with its features Procedure of getting Fire Insurance Policy Types of fire insurance policies, with its features Procedure of getting Marine Insurance Policy Types of marine insurance policies, with its features Procedure of getting Transit Insurance Policy Types of transit Insurance policies, with its features Documents used in settlement of claim Procedure of getting medi-claim Insurance Policy Types of medi-claim insurance policies with its features 	
Topic No. 6: Human Resource Management	44
<ul style="list-style-type: none"> Procedure of Registration of labour contract. Procedure of obtaining license for labour contract. Maintaining of labour muster and labour record. Examples on labour disputes and solutions thereon. 	

Paper III: Banking and Accounting (H6)

Theory

	Periods
Topic No. 1: Banking	24
Bank: Introduction to banking business Definition, Need & Importance of bank Functions and types of banks Types of bank accounts, deposits & loans Cheque: meaning, importance, care taken while writing a cheque. Dishonour of a cheque Debit Card, Credit Card ATM, Net Banking (e-banking)	
Topic No. 2: Postal Services	10
Meaning, need & importance of postal services Speed Post Courier services	
Topic No. 3: Book Keeping	16
Introduction to Account Writing System Meaning, Objectives, Importance of Book keeping Utility of book keeping Various terms used in Double Entry Book Keeping Classification of Account, rules of A/cs. Journal: Meaning, Definition, Importance	
Topic No. 4: Ledger	18
Ledger: Meaning, definition, Importance, Objectives Proforma of Ledger, ledger posting procedure Closing & Balancing of Ledger	
Topic No. 5: Subsidiary Books & Trial Balance	12
Subsidiary Books – Introduction Cash Book – Introduction Preparation of Trial Balance	
Topic No. 6: Final Account	40
Final A/c: Introduction, Importance Trading A/c, Profit & Loss A/c, Balance Sheet: Introduction Preparation of Final A/c: Introduction	

Practical

	Periods
Topic No. 1: Banking	40
Bank account opening procedure	
Fill up of Bank A/c opening form	
Fill up of pay in slip, demo of withdrawal slip	
Specimen of Pass Book with illustration	
Fill up of cheque, types of cheque	
Specimen & fill up of Bank Draft form, Loan form. Preparation of dummy loan proposal	
Procedure of operation of Debit card, Credit Card. Demo of Debit & Credit card	
Visit to ATM Center, bank	
Net Banking procedure (e-banking)	
Topic No. 2: Postal Services	24
Various services rendered by post department	
Register Parcel & Letter, VPP, e-mo, Insured Parcel & Letter, MMO.	
Procedure of making e-mo, its charges	
Procedure of making speed post, courier.	
Comparison between speed post & Courier	
Study Visit to Post Office, Chart on Postal Rates	
Topic No. 3: Book Keeping	30
Introduction to Account Writing System	
Proforma of Journal	
Examples on Journal	
Topic No. 4: Ledger	30
Proforma of Ledger, ledger posting	
Examples on ledger	
Closing & Balancing of Ledger	
Topic No. 5: Subsidiary Books & Trial Balance	30
Subsidiary Books – Proforma & examples	
Cash Book proforma & examples	
Preparation of Trial Balance with examples	
Topic No. 6: Final Account	86
Final A/c: Introduction	
Proforma of Trading A/c, Profit & Loss A/c, Balance Sheet	
Examples of Final A/c	

Std. XII
Paper I: Retail Management (H4)
Theory

	Periods
Topic No. 1: Retail Organization	26
Retail Organizational Structure: Nature, Functions Factors influencing environmental and cultural changes Market Information System (MIS): Meaning, Importance & Objectives Research Methods for retail business: Purpose & Types	
Topic No. 2: Retail Strategy	24
Meaning, Importance of Retail Strategy Components of manufacturers Retail strategy, Situation analysis of Retail Strategy SWOT Analysis: Introduction Retailing Mix Variable: Meaning, Implementation of Techniques Indian Retail Business: Meaning, Scope, Skills required for Retail Business Classification of Retail Business	
Topic No. 3: Consumer Behaviour	20
Consumer Behaviour: Meaning, Need for studying Consumer Behaviour Various forms of consumer behaviour Consumers Purchasing Decision: Meaning Brand differentiation: Its role in buying behaviour	
Topic No. 4: Inventory Management	24
Meaning, Importance, Necessity, Advantages of Inventory Planning of Inventory Methods of Inventory in Retail Business: Explanation Inventory Management: Meaning, Importance Inventory Supervisor: Definition, Role	
Topic No. 5: Inventory Control	26
Meaning of concept Inventory Control Importance, Need of Inventory Control Inv. Control Supervisor: Definition, Role Store Accounting: Meaning, Importance, Methods of Sock Recording Inv. Maintenance: Meaning, Benefits	

Practical

	Periods
Topic No. 1: Retail Organization	50
Preparation of Retail Organizational Structure	
Types of Retail Organizational Structure	
Analysis of factors influencing RO Structure	
Examples, Charts and PPT on RO Structure	
Components of Marketing Information System (MIS)	
Procedure followed in market research in retail business	
Analysis of retail manager's decision making process	
Selection of suitable research method in retail business	
Topic No. 2: Retail Strategy	48
Determinants of developing research strategy for satisfying the customers:	
Explanation	
Identify the explanation of components of manufacturer's retail strategy	
Procedure for selection of best component	
SWOT Analysis	
Strategy for implementation of decision taken	
Chart/graph on growing scope of Indian retail market	
Chart/graph on growing opportunities in Indian retail market	
Chart on list of retail business with their investments	
Topic No. 3: Consumer Behaviour	38
Types of consumer behaviour	
Techniques applied for consumer behaviour	
Factors influencing on consumer behaviour	
Factors influencing on Consumers purchasing decision	
List of various brands in various sectors as a case study	
Topic No. 4: Inventory Management	50
Types and classification of inventory on the basis of usage, value, volume	
Chart preparation on classification of Inventory	
Procedure of Inventory	
Difference between merchandise inventory and manufacturing inventory	
Evaluation of inventory planning	
Examples of methods of inventory	
Inventory management: Objectives	
Inventory Supervisor: Duties, Responsibilities and Functions	
Topic No. 5: Inventory Control	54
Introduction	
Steps involved in inventory control	
Methods of inventory control	

Merits and Demerits of documents used in inventory control
 Inventory Control Supervisor: Duties & Responsibilities
 Various methods of store accounting
 Procedure of store accounting: LIFO, FIFO
 Simple examples on LIFO, FIFO
 Posting of inventory in accounting

Paper II: Security and Safety Equipments (H5)

Theory

	Periods
Topic No. 1: Security and Safety Equipments	26
Security: Meaning, Objectives Security points in retail stores Safety rules: Introduction Safety Equipments: Meaning, Advantages, Need of safety equipments and Surveillance equipments Security Guard: Definition, Role and Functions Work Ethics and Values: Meaning, Explanation Explanation of work based on intrinsic values Interaction with customers: Skills and qualities needed Language used for interacting with customers (Positive, Firmness)	
Topic No. 2: House Keeping	32
Housekeeping: Meaning, Need of Housekeeping Places where Housekeeping is needed Procedure of Housekeeping, Housekeeping Policies Skills and competencies required in housekeeping House Keeping results, Material handling process in H. Keeping Fixation of Standards for cleanliness and safety Waste Management: Sweeping, Mopping, Dusting Waste Recycle: Meaning Housekeeping supervisor: Definition, Functions, Importance	
Topic No. 3: Display of Product	14
Display of Products in retail store: Introduction Techniques and Methods for displaying of product Quality of product: Meaning, importance of quality. Inspection of quality - meaning, objectives of inspection of quality, Price of product: Introduction.	
Topic No. 4: Customer needs and Delivery of product	32
Establishing customer needs: Customer: Definition, Types Facilities provided to customers Information assistance to customers	

Observation of customer behaviour
 Preferences of customers
 Customers Counselling, Developing Customer Information System
 Delivery of products: Meaning, Planning of efficient delivery
 Safety measures to protect from damages while loading/unloading
 Transportation of goods
 Record keeping of delivery of goods
 Cleaning of store area: Necessity, Disposing of waste and slurry: Meaning & Brief Explanation

Topic No. 5: Communication and Sales Supervisor 16

Interpersonal communication
 Effective oral communication: Meaning
 Effects of oral communication
 Difference between hearing and listening
 Maintenance of record
 Regulations and policies to be followed in communication
 Sales Supervisor: Definition, Role, Importance
 Qualities of Sales Supervisor

Practical

**Periods
62**

Topic No. 1: Security and Safety Equipments

Security: Location points
 Analysis of multi utility of security points in retail store
 Safety rules and regulations
 Safety and surveillance equipments – their working procedure
 Comparison between various safety equipments
 Comparison between various surveillance equipments
 Security Guard and Supervisor: Types and eligibility required
 Differentiate roles & functions of various security guards in different departments of retail store.
 Work Ethics and values: Introduction
 Difference between duty and work ethics
 Evaluation of work ethics through success
 Difference between Independent work and Team work
 Difference between attitude and behaviour within the office

Topic No. 2: House Keeping 68

Housekeeping: Equipments used
 Functions and Operation of Housekeeping equipment
 Outcome of right housekeeping equipment
 List of chemicals used in housekeeping
 Working techniques used in housekeeping
 Outcome of effective housekeeping

Problems occurring in housekeeping, with solutions
Maintenance and care of housekeeping equipments in work area
Difference between safety and housekeeping equipments
Difference between hazardous & non- hazardous housekeeping equipments
Evaluation of work done in housekeeping and cleanliness
Housekeeping supervisor: Role, Duties and Responsibilities
Responsibilities in waste recycling

Topic No. 3: Display of Product **26**

Stock display area: Cleanliness methods used
Attractiveness of display area
Life of product: List of products according to their shelf life
Placing of products in display area
Rotation of stock displayed
Accuracy in coding, ticketing
Quality of Product: Introduction
Inspection of product: methods used, equipments used in Inspection procedure.
Computation of price, comparison between various prices.

Topic No. 4: Customer Needs and Delivery of Product **50**

Customer: Introduction
Choices of customers
Movement of customer in retail store
Helping customers in selecting various products
Customer queries and solutions
Confirmation with customers about selection, packing, prices, billing etc.
Type of delivery of products
Stages involved in loading/unloading, delivery and un-delivery of product
Different methods of cleaning of store area
Use of safe procedure in cleaning process
Problem Identification, Method of disposal of waste and slurry

Topic No. 5: Communication and Sales Supervisor **34**

Different equipments used in communication
Care taken to keep communication equipments in working condition.
How to interpret and act upon instructions, accurately?
Documents used in recording
How to deal with customers in respectful, helpful and professional manner?
Roles and responsibilities of different people working with you
Sales Supervisor: Functions, Duties and Responsibilities

Paper III: Supply Chain Management (H6)

Theory

	Periods
Topic No. 1: Supply Chain Management (SCM)	28
Introduction to concept SCM and physical distribution Importance, advantages, necessity, limitations to SCM Seven Principles of SCM: Explanation Five basic components in process of SCM Direct, Indirect distribution: Introduction	
Topic No. 2: Intermediaries in SCM	18
Meaning, Information of intermediaries Channel of distribution: Meaning Channel of distribution for Industrial goods Channel of distribution for Consumer goods Channel of distribution in service industries	
Topic No. 3: e-Retailing	16
Meaning, Definition, Importance, Objects Information and Communication Technology (ICT): Meaning, Importance Comparison between traditional marketing and e-retailing e-Marketing: Meaning, Importance, Objectives Comparison between traditional marketing and e-marketing	
Topic No. 4: Tele Marketing	18
Meaning, Objectives, Categories Telemarketing technology: Introduction Buyer to Buyer (B2B): Explanation of process. Buyer To Consumer (B2C): Explanation of process. Internet business: Meaning, Objectives, Importance Internet business subset Enterprise communication and collaboration: Introduction e-commerce system Issues involved in internet business Classification of issues in respect to security, privacy etc. Career Development: Meaning, Importance, job opportunities	
Topic No. 5: Tally Operation	40
Meaning, Objectives and Importance	

Practical

	Periods
Topic No. 1: Supply Chain Management (SCM)	60
Steps involved in SCM & physical distribution	
Classification of logistic in SCM	
Steps and process of SCM	
Scrutiny of seven principles	
Practice of each step involved in SCM	
Study visit and group discussion on each component involved in SCM	
Factors influencing in direct and indirect distribution	
Topic No. 2: Intermediaries in SCM	30
Types and Role	
Chart on Channel of distribution for Industrial goods	
Chart on Channel of distribution for consumer goods	
Chart on Channel of distribution of service industries	
Role playing game on Intermediaries	
Topic No. 3: e-Retailing	30
Introduction	
Advantages and Disadvantages	
List of resources for e-retailing	
Information and Communication Technology (ICT): Introduction	
Role of ICT in e-retailing	
Factors responsible for success of e-retailing	
Steps involved in traditional marketing and e-retailing	
Practice of e-retailing activity	
Discussion on traditional marketing & e-marketing	
Steps involved in traditional marketing and e-marketing.	
Topic No. 4: Tele Marketing	40
Introduction	
Merits, Demerits	
List of telemarketing technology	
Demonstration of telemarketing	
Steps involved in B2B	
Steps involved in B2C	
Internet Business (IB): Introduction	
Express internal business systems as IB subset	

Examine Enterprise communication and collaboration
Significance of e-commerce in e-retailing process
e-commerce system: Introduction
Problems in IB, solutions on issues in respect to security and privacy
Career Development: Stages of career development, its analysis
on the basis of crucial situation
Job opportunities in housekeeping business in SCM, e-marketing

Topic No. 5: Tally Operation

80

Actual Operation of Tally