

AC –

Item No. –

As Per NEP 2020

**Tolani College of
Commerce
(Autonomous)**



**Title of the Course: First Mile Operations
(Semester IV)**

**Programme: Bachelor of Business Administration
(Logistics)**

Syllabus for 2 Credit Course from the Academic Year 2024-2025

Name of the Course: First Mile Operations

Sr. No.	Heading	Particulars
1	<p>Description of the course :</p> <p>Including but not limited to :</p>	<p>This course provides a comprehensive understanding of the critical aspects of First Mile operations in e-commerce logistics.</p> <p>Shipment Pickup and Processing Operations, Layout of Processing Centers.</p>
2	Vertical :	Major
3	Type :	Theory
4	Credit:	2 credits
5	Hours Allotted :	30 Hours
6	Marks Allotted:	50 Marks Continuous Evaluation 20 marks and Semester End Examination 30 marks
7	<p>Course Objectives:</p> <ol style="list-style-type: none"> 1. Understand the distinctions between First Mile, Line Haul, and Last Mile operations, and analyze the importance of First Mile operations in e-commerce logistics. 2. Comprehend the Shipment Pickup and Processing Operations, the layout of a Processing Centre, and implement analytics and tools for optimizing First Mile efficiency in e-commerce logistics. 	
8	<p>Course Outcomes:</p> <ol style="list-style-type: none"> 1. The students will learn Basics of First Mile operations, Shipment pickup operations and different types of shipment processing operations at Processing Centers. 2. Additionally they will learn about the layout of a Processing Centre, key challenges in First Mile operations and First Mile metrics. 	

9	Module 1: Foundations of First Mile Operations in E-Commerce Logistics (15 hours)		
	<ol style="list-style-type: none"> 1. Role of First Mile in E-Commerce Logistics: <ul style="list-style-type: none"> ▶ Differentiate between First Mile, Line Haul, and Last Mile ▶ Overview and importance of First Mile processes in e-commerce logistics. 2. Shipment Pickup Operations <ul style="list-style-type: none"> ▶ Shipment pickup process, operations staff, roles and responsibilities ▶ Pickup coordination , safety and security of shipments during pickup-Pickup documentation. 3. Shipment Processing Operations: <ul style="list-style-type: none"> ▶ Primary and secondary processing and Bagging operations. ▶ Manual processing operations and Automated processing operations 		
	Module 2: Execution and Optimization of First Mile Operations (15 hours)		
	<ol style="list-style-type: none"> 1. Layout of a Processing Centre <ul style="list-style-type: none"> ▶ Inbound operations, Processing Operations and Outbound Operations ▶ Safety and security, Processing Centre staff and roles and responsibilities 2. First Mile Analytics and Metrics: <ul style="list-style-type: none"> ▶ Pickup operations metrics and Processing operations metrics ▶ First Mile dashboard and Tools and Applications 3. Handling Exceptions in First Mile Operations: <ul style="list-style-type: none"> ▶ Exceptions in First Mile ▶ Impact on operations, its tools and communication to resolve exceptions. 		

10	Reference Books:		
	<ul style="list-style-type: none"> ● Course Material Prepared by LSC 		
11	Internal Continuous Assessment: 40%	Semester End Examination: 60%	
12	Continuous Evaluation through: (20 marks)	<ol style="list-style-type: none"> 1) Case Study, Class Presentation and Research Assignments (10 marks) 2) MCQ Based Test (10 marks) 	A Learner must be present for each of the sub-component

13	Format of SEE Question Paper: (30 marks)	
	Question No.	Nature of Question
	Q-1	Answer the following: (attempt any 2 of 3) a) b) c)
	Q-2	Answer the following: (attempt any 2 of 3) a) b) c)
Q-3	Answer the following: (attempt any 2 of 4) a) b) c) d)	

Signatures of Team Members

Sr.No.	Name	Signature
1.	Ms. Amrita Nambiar	
2.	Ms. Jacinta Tigga	