

AC –

Item No. –

As Per NEP 2020

**Tolani College of
Commerce
(Autonomous)**



**Title of the Course: Last 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: Last 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 exploration of Last Mile Operations in E-commerce Logistics. Delve into the foundations, understanding Last Mile's significance, challenges, and current trends, while mastering execution through in-depth analyses of delivery processes, tools, and effective logistics strategy, covering customer service and technology-driven metrics</p> <p>Prospects of Last Mile Logistics, including innovations, technology trends, market prospects, and sustainable practices.</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. Define Last Mile in E-commerce logistics, recognize its vital role in the supply chain, and analyze current trends and challenges, emphasizing route optimization. 2. Comprehend Last Mile delivery intricacies, evaluate tools and applications, and grasp effective logistics strategy considering customer service and technology-driven metrics for optimization. 	
8	<p>Course Outcomes:</p> <ol style="list-style-type: none"> 1. Understand the basics concept of Last mile logistics in E-Commerce and the processes involved in Last mile logistics 2. Comprehend various metrics and customer services processes to be followed in last mile logistics. 	

9	Module 1: Foundations of Last Mile Operations in E-Commerce Logistics (15 hours)		
	1. Introduction: <ul style="list-style-type: none"> ▶ What is the Last Mile in Ecommerce? ▶ Importance of Last Mile in the supply chain ▶ Last Mile Delivery Challenges and Route Optimization for ecommerce ▶ Current Trends in Last Mile delivery 2. Last Mile Processes: <ul style="list-style-type: none"> ▶ Delivery Process & its challenges ▶ Reverse pickup process and its challenges in Last mile operations ▶ Tools and applications in Last Mile operations ▶ Considerations For effective last mile logistics strategy 		
	Module 2: Execution and Optimization of Last Mile Operations (15 hours)		
	1. Customer service <ul style="list-style-type: none"> ▶ Customer service and its importance ▶ Good and bad customer service (Dos and Don'ts of customer service) ▶ Metrics to measure last mile covering automation and technology driven metrics. ▶ Relationship between metrics and customer service. 2. Prospects of Last Mile Logistics: <ul style="list-style-type: none"> ▶ Innovations in Last Mile Logistics ▶ Technology Trends in Last Mile Delivery ▶ Last Mile Delivery Market Future Prospects ▶ Sustainable Practices in Last Mile Operations 		

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)	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)	
	Maximum Marks	10 Marks
		10 Marks
		10 Marks

Signatures of Team Members

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