As Per NEP 2020

Tolani College of Commerce (Autonomous)

Knowledge is Supreme

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

Programme: Bachelor of Commerce (Logistics)

Syllabus for 3 Credit Course from the Academic Year 2025-2026

Name of the Course: First Mile Operations

Sr. No.	Heading	Particulars
1	**Description of the course :** **Including but not limited to :**	This course provides a comprehensive understanding of the critical aspects of First Mile operations in e-commerce logistics. Shipment Pickup and Processing Operations, Layout of Processing Centers.
2	**Vertical :**	Major
3	**Type :**	Theory
4	**Credit**:	3 credits
5	**Hours Allotted :**	45 Hours
6	**Marks Allotted**:	100 Marks Continuous Evaluation 40 marks and Semester End Examination 60 marks
7	**Course Objectives:** 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	**Course Outcomes**: 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:**	**(15 Hours)**
	● Role of First Mile in E-Commerce Logistics ● Difference between First Mile, Line Haul, and Last Mile operations ● First Mile Operations - Overview ● Why is First Mile operations important in e-commerce logistics? ● First Mile process flow ● Shipment pickup process	
	Module 2:	**(15 Hours)**
	● Pickup operations staff - roles and responsibilities ● Pickup coordination ● Safety and security of shipments during pickup ● Pickup documentation ● Primary and secondary processing ● Bagging operations	
	Module 3:	**(15 Hours)**
	● Manual processing operations ● Automated processing operations ● Layout of a Processing Centre: Inbound, Processing & Outbound Operations ● Safety and security in a Processing Centre ● First Mile Analytics and Metrics (Productivity, Pickup & Processing Operations Metrics, First Mile Dashboard) ● Tools and Applications: Pickup & Processing Tools, Exceptions in First Mile, and Communication Tools	

10	**Reference Books:**
	● Course Material Prepared by LSC ● "First Mile Logistics: The Key to Efficient Supply Chains." Logistics Management Journal, vol. 35, no. 2, 2023, pp. 45-62. ● "Best Practices for Shipment Pickup in E-Commerce." E-Commerce Logistics Insights, edited by James Carter, Supply Chain Press, 2022, pp. 102-118. ● "Automation vs. Manual Processing in E-Commerce Fulfillment Centers." Journal of Supply Chain Automation, vol. 29, no. 4, 2021, pp. 210-225. ● "Designing Efficient E-Commerce Processing Centers." Warehouse & Fulfillment

		Review, edited by Laura Mitchell, 2nd ed., Logistics Insights, 2023, pp. 58-75.
		● "Key Performance Indicators for First Mile Logistics." E-Commerce Logistics Whitepaper, published by Global Supply Chain Institute, 2023.
11	**Internal Continuous Assessment: 40%**	**Semester End Examination: 60%**
12	**Continuous Evaluation through: (40 marks)**	Case Study, Class Presentation and Research Assignments, Periodical Test	A Learner must be present for each of the sub-component

13   **Format of SEE Question Paper: (60 marks)**

Question No.	Nature of Question	Maximum Marks
Q-1	Answer the following: (attempt any 2 of 3) a) b) c)	15 Marks
Q-2	Answer the following: (attempt any 2 of 3) a) b) c)	15 Marks
Q-3	Answer the following: (attempt any 2 of 3) a) b) c)	15 Marks
Q-3	Answer the following: (attempt any 2 of 3) a) b) c)	15 Marks

Signatures of Team Members

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