FEEDBACK TUTORIAL LETTER

1st SEMESTER 2021

ASSIGNMENT 2

OPERATIONAL LOGISTICS MANAGEMENT

OLM 612S
Dear Students

Before we start with these feedback session, let me first thank you for taking time out of your busy schedules to make time for your assignments. I would encourage each and every one of you to always make that time to ensure timely submissions of your assignments.

As I took time to mark each and every single assignment I have observed the following:
1. GENERAL COMMENTS

Guidelines to Answering an Assignment

- As a Distance student Assignments makes up a very important component towards your CA contribution, and it’s advisable to read the instructions and understand them before attempting your assignment, unfortunately some of the students still failed to adhere to instructions such as:
  - Sources must be listed according to the APA or Harvard referencing style, unless otherwise prescribed by the department.
  - All assignments should be typed
  - Font Style to be used is Calibri or Times New Roman font size 11, line spacing 1.5

**Explanation of various instructions**

**APA referencing**

Any Academic institute requires a student to reference their work in order to show originality of work or otherwise acknowledge the sources where the work has been obtained from, failure to reference your work constitute plagiarism which is a very serious offence. I however picked up that many of the students either failed to reference their work and for those who at least referenced their work, few failed to reference according to the APA format, I therefore urge each and every student to familiarise themselves with APA referencing 6th edition( please note I will penalise all un referenced work)

**All Assignments should be typed**

Let me first thank all the students who took time to type their assignments, we encourage students to type assignments as it makes it easier for the marker to make out what you are trying to communicate, few students however handed in assignments that were hand written of which I believe won’t happen again.
Please keep the following in mind:
Always use font’s style: Calibri or times New Roman, font size 11
Line spacing: 1.5
Always start every question on a new heading
It’s advisable to bold headings and Questions

**Academic writing**
I picked up that most students still need to master the art of academic writing, I therefore urge each and every one of you to develop those skills, it will also help you during your post graduate studies.

2. **COMMENTS ON OVERALL ASSIGNMENT**
The overall performance to the assignment was good and many students demonstrated an understanding to the assignment questions.

**Question 1** [20 Marks]
The Demand for the Deskpro computer at Best Buy is 1000 units per month, Best Buy incurs a fixed order placement, transportation, and receiving cost of N$ 4000 each time an order is placed. Each computer cost Best Buy N$ 500 and the retailer has a holding cost of 20 percent as a fraction of unit cost.

Calculate the following:

(a) **EOQ**

\[
EOQ = \sqrt{\frac{2 \times DS}{H}}
\]

\[
= \sqrt{\frac{2 \times 12000 \times 4000}{100}}
\]

\[
= \sqrt{960000}/100
\]

\[
= 980 \text{ units}
\]

Note the demand per month is a 1000 units therefore annual demand will be 12000

(b) **Average Inventory**

(5marks)
Average inventory = 0.5* economic order quantity
   = 0.5* 980
   = 490 units

(c) Number of Orders per year  (5 marks)
Annual demand /Economic order quantity
   = 12000/ 980
   =12 Orders per year

(d) Total Annual cost  (5 marks)
Total cost = Holding Cost +Total ordering cost

Holding cost = (980/2)*100=N$ 49 000
Ordering cost = (12*4000) =N$ 48 000
Total Cost = (49 000+48 000) = N$ 97 000

Question 2 [10 Marks]
As a regional manager working for a busy warehouse which two (2) technologies will you have in place to retrieve your inventory easily? Use relevant examples to explain how each technology works.

- Bar coding is an automatic identification technology that allows the rapid and accurate collection of data
- Students are further expected to explain how bar codes work and how they increase accuracy of data capturing.
Radio Frequency ID (RFID) is a means of automatically identifying objects.

RFID uses radio waves to communicate among a system of integrated circuits, RFID tags, readers and software to identify items.

Students are further expected to explain how RFID works in increasing accuracy of data capturing.

Question 3 [10 Marks]
Discuss customer service components and elements using practical examples with a company (real/imaginary) of your choice.

Your answer should include:
Pre transaction elements which are elements that establish conducive customer service, e.g policies on dealing with deliveries and returns.
Transaction services which are actions that directly result in the delivery of a product to the customer.
Post transaction which are support services rendered to customers after a purchase e.g warranties

Question 4 [10 MARKS]
With the help of a diagram illustrate the warehouse process by explaining each step of the process.
Most students answered this question correctly, diagrams can be found on page 75 in your study guide.

Conclusion
The Overall class performance was quite good as compared to assignment 1, students just need to improve on the way assignments are presented and most importantly avoid plagiarism as well as having assignments done for you.

Kind Regards

Mr Daniel Kandjimi

END OF FEEDBACK TUTORIAL LETTER