

CII – IL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

EM-11: BUSINESS COMMUNICATION

BLOCK	UNIT NOS	UNIT TITLE
I		INTRODUCTION TO COMMUNICATION
	1	Effective Business Communication, message and audience
	2	Business writing
	3	Reviewing and feedback: Writing
II		PRESENTING THOUGHTS AND RESOLVING ISSUES
	4	Non-verbal communication
	5	Business presentations
	6	Complex communications

CII – IL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

EM-12: PRINCIPLES OF MANAGEMENT

BLOCK	UNIT NOS	UNIT TITLE
I		INTRODUCTION TO MANAGEMENT
	1	Evolution of management thought
	2	Functions of Management
	3	Entrepreneurship and its impact on society
II		PLANNING & STRATEGIC MANAGEMENT APPROACHES
	4	Strategies and tactics
	5	Approaches to operations planning
	6	Executing operational plans
III		MANAGERIAL DECISION MAKING
	7	Characteristics of effective decision making
	8	Decision making models
	9	Leadership styles
IV		ORGANIZATIONAL STRUCTURES AND DESIGNS
	10	Types of organizational structure
	11	Enabling change in business
	12	Managing workforce

CII – IL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

EM-13: FINANCIAL ACCOUNTING

BLOCK	UNIT NOS	UNIT TITLE
I		INTRODUCTION TO FINANCIAL ACCOUNTING
	1	Evolution of accounting
	2	Indian and international accounting standards
	3	Recording transactions
II		UNDERSTANDING FINANCIAL STATEMENTS
	4	Profit and loss statement
	5	Balance sheet
	6	Cash flow statement
III		ANALYSIS OF FINANCIAL STATEMENTS
	7	Internal control systems
	8	Income statement and balance sheet analysis
	9	Cash flow analysis
IV		INTRODUCTION TO FINANCIAL MANAGEMENT
	10	Capital budgeting
	11	Working capital management
	12	Investment management
V		PRESENTATION OF STATEMENTS
	13	Disclosures and compliance with Companies Act and SEBI regulations

CII – IL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

EM-14: MANAGERIAL ECONOMICS

BLOCK	UNIT NOS	UNIT TITLE
I		INTRODUCTION TO MANAGERIAL ECONOMICS
	1	Key measures and relationships
	2	Demand and Pricing
	3	Cost and Production
II		ORGANIZATIONAL CONTEXT
	4	Economics of Organization

	5	Market Equilibrium and the Perfect Competition Model
III		COMPETITION AND REGULATION
	6	Firm Competition and Market Structure
	7	Market Regulation

CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

EM-15: QUALITATIVE AND QUANTITATIVE ANALYSIS

BLOCK	UNIT NOS	UNIT TITLE
I		QUALITATIVE TECHNIQUES
	1	Overview of qualitative approach
	2	Various qualitative techniques
	3	Qualitative data analysis
II		STATISTICAL METHODS
	4	Fundamentals of Statistics
	5	Probability distributions
	6	Parametric and Non-parametric tests
III		MATHEMATICAL METHODS
	7	Optimization techniques
	8	Introduction to game theory
	9	Decision analysis
	10	Queuing theory
IV		COMPUTER APPLICATIONS FOR EMPIRICAL ANALYSIS
	11	Overview of data analysis tools
	12	Using MS Excel for data analysis
	13	Using open source data analysis software

CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

EM-16: BUSINESS LAWS AND TAXATION

BLOCK	UNIT NOS	UNIT TITLE
I		BUSINESS LAWS
	1	Indian Contract Act, 1872
	2	Sale of goods act

	3	Law of negotiable instruments
	4	Carrier related laws
II		ECONOMIC LAWS
	5	Introduction to economic laws (Competition act, IPR, IDR, FEMA, Cyber law)
	6	The competition act
	7	The consumer protection act, 1986
	8	The environment protection act
III		INDIRECT TAXES
	9	The customs act and central excise act 1944 (GST)
	10	Central sales tax act 1956
	11	Entertainment tax, FBT and VAT
	12	Service tax
IV		DIRECT TAXES
	13	Income tax act, 1961
	14	Wealth tax act
	15	Using Open Source data analysis software

CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

EM-22: OPERATIONS STRATEGY AND MANAGEMENT

BLOCK	UNIT NOS	UNIT TITLE
I		LEVERAGING OPERATIONS TO COMPETE
	1	Introduction to operations management
	2	Operations strategy
	3	Project management
II		MANAGING PROCESSES
	4	Process structure in services
	5	Process structure in manufacturing
	6	Process analysis
III		CONSTRAINT MANAGEMENT AND PROCESS LAYOUT
	7	Constraint management
	8	Tools of capacity planning
	9	Process layout

IV		LEAN SYSTEMS
	10	Characteristics of lean systems for series and manufacturing
	11	The Kanban system
	12	Value stream mapping
V		MAINTENANCE OPERATIONS
	13	Introduction to maintenance management
	14	Maintenance alternatives and decision tools
	15	Spare parts management

CII – IL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

EM-23: SUPPLY CHAIN INFORMATION SYSTEMS

BLOCK	UNIT NOs	UNIT TITLE
I		ELECTRONIC SCM, COMMUNICATION NETWORKS AND SYSTEMS
	1	Introduction to eSCM
	2	Supply chain communication networks
	3	Overview of enterprise information systems
II		SCM SYSTEMS DEVELOPMENT, DEPLOYMENT AND MANAGEMENT
	4	Stakeholders in supply chain information systems
	5	Information systems development
	6	Information systems deployment and management
III		INFORMATION INTEGRATION
	7	Enterprise application integration and supply chain visibility
	8	Planning and design methodology

CII – IL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

LM-11: LOGISTICS CONCEPTS AND PLANNING

BLOCK	UNIT NOs	UNIT TITLE
I		CONCEPTS OF LOGISTICS
	1	Integrated Logistics <ul style="list-style-type: none"> • Logistics evolution • Logistics operations integration

		<ul style="list-style-type: none"> • Supply chain relationships
	2	Logistics system design <ul style="list-style-type: none"> • Logistics positioning • Integration theory
	3	Transportation decisions
<hr/>		
II		LOGISTICS STRATEGY AND PLANNING
	4	Logistics strategy <ul style="list-style-type: none"> • Logistics planning triangle • Logistics functional strategies and applications (Customer service, inventory, transport and location)
	5	Purchasing, storage, inventory and location decisions <ul style="list-style-type: none"> • Inventory decisions • Purchasing decisions • Location decisions
	6	Logistics planning and design <ul style="list-style-type: none"> • Methodology • Techniques

CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

LM-12: WAREHOUSE AND DISTRIBUTION FACILITIES MANAGEMENT

BLOCK	UNIT NOS	UNIT TITLE
I		ISSUES, EQUIPMENT, PROCESSES
	1	Warehouse rationale and material flow <ul style="list-style-type: none"> • Why have a warehouse? • Types of a warehouse • The fluid model of product flow • Storage: Dedicated versus shared • The warehouse as a queuing system
	2	Warehouse operations, systems <ul style="list-style-type: none"> • Functions • Systems • Storage and handling equipment
	3	Layout <ul style="list-style-type: none"> • Material flow and warehouse layout • Pallets • Cartons • Pieces: Design of a fast pick area • Pieces: Geometry of slotting

II**MANAGING WAREHOUSE
EFFICIENCY**

- 4 Order picking
- Piece – picking by “bucket brigade”
 - Pick paths
 - Cross docking
- 5 Measuring warehouse efficiency
- Activity profiling
 - Benchmarking
 - Warehousing around the world
-
- 6 Warehouse workforce design and development
- Safety and ergonomic training
 - Time standards, incentives, and personnel scheduling
 - Optimal management – Operator ratios
 - Cross training
 - Soko Circles
 - $\frac{1}{2} \times 2 \times 3$
-

III**UNITIZATION, SHIPPING AND
PACKAGING**

- 7 Unitizing and shipping
- Container optimization
 - Container loading and void fill
 - Weigh checking
 - Automated, Direct loading
 - Dock management
- 8 Packaging
- Labeling function, forms of labels, labels and preferences for colors, numbers and shapes
 - Functions of packaging
 - Packaging design
 - Packaging materials and kinds of packaging
 - Preparing for packaging
- 9 Packaging for transportation
- Types of packing boxes
 - Containers for transportation of export cargo
 - Procedure for packing the goods
 - Cost of packing
 - Marking on the export boxes
 - Types of marking, features of marking
 - Packaging of hazardous goods
-

IV**DISTRIBUTION FACILITIES
MANAGEMENT**

- 10 Materials handling system design
- Design cycle
 - Process constraints
 - Information systems considerations
 - Equipment selection
 - Evaluation of options
- 11 Material handling technologies
- Pallet storage / retrieval systems
 - Case picking systems
 - Broken case picking systems
 - Sorting systems
 - Material transport systems
 - Automatic identification and communication systems
- 12 Site selection
- Macro analysis
 - Micro analysis

CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

LM-13: FREIGHT TRANSPORT MANAGEMENT

BLOCK	UNIT NOs	UNIT TITLE
I		TRANSPORT FUNDAMENTALS
	1	Introduction to system, choices and characteristics <ul style="list-style-type: none"> • Importance of an effective transportation system • Service choices and their characteristics • Motor carriers <ul style="list-style-type: none"> a. Industry overview b. Operating and service characteristics c. Cost structure • Railways <ul style="list-style-type: none"> a. Industry overview b. Operating and service characteristics c. Cost structure
	2	Types of services <ul style="list-style-type: none"> • Single – Service choices • Intermodal services • Agencies and small shipment services • Company-controlled transportation
	3	Freight costing and pricing <ul style="list-style-type: none"> • Transport cost characteristics • Rate profiles • Line-Haul rates • Special service rates

-
- Private carrier costing
-

II

DOCUMENTATION, REGULATION AND POLICY

- 4 Documentation
 - Bill of lading
 - Freight bill
 - Freight claims
 - 5 Transportation regulation and public policy
 - Transportation regulation
 - a. Nature of regulation
 - b. Common law
 - c. Role of the Courts
 - d. Safety regulations
 - e. State regulations
 - Transportation policy
 - a. Highways
 - b. Railways
 - c. Freight corridors
 - Associations
 - a. Road transport
 - b. Railway unions
-

III

TRANSPORT DECISIONS

- 6 Transport service selection
 - Market considerations
 - Cost of service pricing
 - Value of service pricing
 - Rate making in practice
 - Special rates
 - Pricing in transportation management
 - Cost concepts
 - Basic cost trade offs
 - Competitive considerations
 - Appraisal of selection methods
 - 7 Vehicle routing and scheduling
 - Separate and single origin and destination points
 - Multiple origin and destination points
 - Coincident origin and destination points
 - Principles for good routing and scheduling
 - Methods for routing and scheduling
 - Route sequencing
 - Implementation of vehicle routing and scheduling methods
-

CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

LM-14: INTERNATIONAL LOGISTICS

BLOCK	UNIT NOs	UNIT TITLE
I		DEFINITION, CONCEPT AND IMPORTANCE
	1	Meaning and Significance of International Transportation <ul style="list-style-type: none">• Role of transportation in integrated logistics process• Basic principles of international transportation• Parties involved in international transportation• Significance of Transportation
	2	Modes of International Transportation <ul style="list-style-type: none">• Aspects of Transportation• Legal Classification of Carrier• Modes of international Transportation• Criteria for Selection of different modes of transportation• Multi Modal Transportation
	3	Freight costing and pricing Classification of Costs associated with Transportation process <ul style="list-style-type: none">• Cost Strategies• Factors affecting Transportation rate• Costing Principles• Rates prevalent in International Transportation
II		OCEAN AND AIR MODE OF TRANSPORTATION
	4	Ocean Mode of Transportation: Features, Types and Terminology <ul style="list-style-type: none">• Features, Advantages and Disadvantages of using sea mode• Classification of ships• Shipping Methods• Stowage in Ship• Major Sea-routes around the world• Important Terminology
	5	Freight, Parties and Perils Associated with Sea Mode <ul style="list-style-type: none">• Parties involved in sea mode of transportation• Ocean Freight<ul style="list-style-type: none">○ Types of Sea Freight○ Calculation of Freight• Perils at Sea<ul style="list-style-type: none">○ Maritime Risks○ Marine Insurance
	6	Air Mode of Transportation: Features, Types and Terminology <ul style="list-style-type: none">• Significant Features• Advantages and Constraints of Air transportation• Types of Carriers• Air Cargo Chain Operators

-
- 7
- Legal Aspect of Carriage of Goods by Air
 - Air Mode of Transportation: Freight Structure and \ organizational set up
 - ULD Concept
 - Air Cargo Tariff Structure
 - Air Freight Classification
 - Air Freight Calculation
 - Factors Affecting Air Freight Rates
 - Air Freight Consolidation
 - Role of IATA and TIACA in Air Cargo Industry
-

III

CONCEPT OF LAND MODE, INTERMODALISM AND CONTAINERIZATION

- 8
- Land Mode: Transportation by Rail and Road
- Meaning of Land mode of transportation
 - International Road Transportation
 - International Road Network
 - Advantages and Constraints of International Road Transport
 - International Rail Transportation
 - Advantages and Constraints of International Rail Transport
-
- 9
- Pipeline as a Mode of Transportation and Concept of Multi-modalism
- Pipeline Mode of Transportation
 - Other modes of International Transportation
 - Multimodal Transportation- Meaning and Need
- 10
- Concept of Containerization
- Containerization- Meaning and Concept
 - Types of Containers
 - Advantages of Containerization
 - Container Cycle
-

IV

PROCEDURAL & DOCUMENTATION

- 11
- EXIM Procedure and Documentation
- Export procedure in India
 - Import Procedure in India
 - Transport Documents
 - Mate Receipt
 - Bill of Lading – features and types
 - Air-way Bill
 - Lorry Receipt
 - Rail Receipt
- 12
- INCOTERMS 2010
- Concept of INCOTERMS
 - INCOTERMS 2010
 - INCOTERMS 2000 vs INCOTERMS 2010
- 13
- Packaging and Labeling for Exports
-

-
- What is packaging?
 - Functions of Packaging
 - Labeling the export packages
 - Packaging for different modes of transportation
-

CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

EM-24: RESEARCH METHODOLOGY

BLOCK	UNIT NOS	UNIT TITLE
I		INTRODUCTION TO RESEARCH METHODOLOGY
	1	Principles of quality research
	2	Overview of Research Process
	3	Types of Research
II		RESEARCH DESIGN
	4	Problem definition and hypothesis formulation
	5	Sampling Methods
	6	Data collection methods, instruments and measurement
III		DATA PRESENTATION AND ANALYSIS
	7	Choice of data analysis methods
	8	Model building and decision making
IV		REPORT WRITING AND PRESENTATION
	9	Presentation of a report
	10	Formats of reports
	11	Substance of reports

CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

FE-11: LOGISTICS AND SUPPLY CHAIN MODELING

BLOCK	UNIT NOS	UNIT TITLE
I		FUNDAMENTALS OF OPTIMIZATION MODELS
	1	Introduction to models and modeling systems
	2	Linear programming
	3	Mixed integer programming
II		LOCATION AND PRODUCTION DECISIONS

	4	Location and Layout Decisions
	5	Production Planning & Control Decisions
III		INVENTORY MODELS
	6	Cycle Inventory Models
	7	Safety Stock Models

CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

FE-13: CUSTOMER SERVICE AND RELATIONSHIP MANAGEMENT

BLOCK	UNIT NOS	UNIT TITLE
I		CUSTOMER SERVICE MANAGEMENT
	1	Functional perspectives
	2	Customer service goals
	3	Strategy formulation and implementation
II		CUSTOMER RELATIONSHIP MANAGEMENT
	4	Functional perspectives
	5	Tools, Techniques and Technologies
	6	Implementation

CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

FE-15: PROJECT LOGISTICS MANAGEMENT

BLOCK	UNIT NOS	UNIT TITLE
I		PROJECT STUDIES AND CLEARANCES
	1	Introduction to Projects
	2	Technical and financial feasibility studies / appraisal
	3	Project clearances
II		PROJECT FINANCING AND ENGINEERING
	4	Project financing, technology and collaboration
	5	Appointment of consultants
	6	Management of project engineering
III		PROJECT PLANNING AND TECHNIQUES
	7	Project planning and organizing
	8	CPM and other project planning techniques
	9	Brown field and relocation projects

IV		PROJECT SUCCESS AND RESPONSIBILITY
	7	People's commitment and project success
	8	Project control and audit
	9	Social responsibility, environmental care and safety

*Familiarity with MS Project Management is desirable

**CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS
FE-16: LOGISTICS ORGANIZATION DEVELOPMENT**

BLOCK	UNIT NOs	UNIT TITLE
I		LOGISTICS ORGANIZATION STRUCTURES
	1	Logistics organization structure
	2	Collaboration and partnerships
	3	Organizational structures for global logistics excellence
II		IMPROVING ORGANIZATION EFFECTIVENESS
	4	Organizing for effective logistics management
	5	Labor relations in India
	6	Focused human resources management
	7	Proactive change management in logistics

CII – IIL FUNCTIONAL EXCELLENCE COURSE COMPONENTS

SS-11: CONTRACT AND REVERSE LOGISTICS

BLOCK	UNIT NOs	UNIT TITLE
I		CONTRACT LOGISTICS
	1	Third party logistics industry overview
	2	Formulating and selecting contract logistics provider (User perspective)
	3	Implementing outsourcing strategy (User perspective)
II		INTRODUCTION TO REVERSE LOGISTICS
	4	Introduction to closed loop supply chains and reverse logistics
	5	Business overview
	6	Market overview
III		EMERGING TRENDS IN REVERSE LOGISTICS
	7	Systems and technology
	8	Managing processes