

AC –

Item No. –

**As Per NEP 2020**

**Tolani College of  
Commerce  
(Autonomous)**



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

**Programme: Bachelor of Commerce (Logistics)**

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

## Name of the Course: Last Mile Operations

Sr. No.	Heading	Particulars
1	<p><b>Description of the course :</b></p> <p><b>Including but not limited to :</b></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	<b>Vertical :</b>	Major
3	<b>Type :</b>	Theory
4	<b>Credit:</b>	3 credits
5	<b>Hours Allotted :</b>	45 Hours
6	<b>Marks Allotted:</b>	75 Marks Continuous Evaluation 30 marks and Semester End Examination 45 marks
7	<p><b>Course Objectives:</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>2. Comprehend Last Mile delivery intricacies, evaluate tools and applications, and grasp effective logistics strategy considering customer service and technology-driven metrics for optimization.</li> </ol>	
8	<p><b>Course Outcomes:</b></p> <ol style="list-style-type: none"> <li>1. Understand the basics concept of Last mile logistics in E-Commerce and the processes involved in Last mile logistics</li> <li>2. Comprehend various metrics and customer services processes to be followed in last mile logistics.</li> </ol>	

9	<b>Module 1:</b>
	<ul style="list-style-type: none"> <li>● What is Last Mile in Ecommerce?</li> <li>● Importance of Last Mile in the supply chain</li> <li>● Last Mile Delivery challenges for ecommerce</li> <li>● Trends in Last Mile delivery</li> <li>● Route optimization in Last Mile operations</li> <li>● Delivery Process &amp; its challenges</li> <li>● Reverse pickup process in Last mile operations</li> </ul>
	<b>Module 2:</b>
	<ul style="list-style-type: none"> <li>● Challenges in Reverse Pickup process</li> <li>● Tools and applications in Last Mile operations</li> <li>● Considerations for effective last mile logistics strategy</li> <li>● Metrics to measure in last mile</li> <li>● Automation and technology driving metrics</li> <li>● Customer service and its importance</li> </ul>
	<b>Module 3:</b>
	<ul style="list-style-type: none"> <li>● Good and bad customer service (Dos and Don'ts of customer service)</li> <li>● Relationship between metrics and customer service</li> <li>● Innovations in Last Mile Logistics</li> <li>● Technology Trends in Last Mile Delivery</li> <li>● Last Mile Delivery Market Future Prospects</li> </ul>

10	<b>Reference Books:</b> <ul style="list-style-type: none"> <li>● Course Material Prepared by LSC</li> <li>● <b>"The Importance of Last-Mile Delivery in E-Commerce."</b> <i>Logistics &amp; Supply Chain Review</i>, vol. 40, no. 3, 2023, pp. 22-35.</li> <li>● <b>"Challenges and Innovations in Last-Mile Delivery."</b> <i>Journal of E-Commerce Logistics</i>, vol. 28, no. 2, 2022, pp. 78-92.</li> <li>● <b>"Optimizing the Last Mile: Strategies and Technologies."</b> <i>Supply Chain Management Journal</i>, edited by David Thompson, 3rd ed., Logistics Insights, 2023, pp. 112-128.</li> <li>● <b>"Customer Service Excellence in Last-Mile Delivery."</b> <i>E-Commerce Logistics Whitepaper</i>, published by Global Supply Chain Institute, 2023.</li> </ul>
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	<ul style="list-style-type: none"> <li>• <b>"Metrics and KPIs for Last-Mile Delivery Performance."</b> <i>Journal of Logistics Analytics</i>, vol. 15, no. 1, 2022, pp. 54-70.</li> <li>• <b>"The Future of Last-Mile Logistics: Trends and Innovations."</b> <i>E-Commerce Logistics Trends Report</i>, edited by Laura Mitchell, SCM Publications, 2023, pp. 90-110.</li> <li>• <b>"Sustainable Practices in Last-Mile Delivery."</b> <i>Green Supply Chain Strategies</i>, vol. 12, no. 4, 2023, pp. 135-150.</li> </ul>		
11	<b>Internal Continuous Assessment: 40%</b>	<b>Semester End Examination: 60%</b>	
12	<b>Continuous Evaluation through:</b>	Case Study, Class Presentation and Research Assignments, Periodical Test	A Learner must be present for each of the sub-component
13	<b>Format of SEE Question Paper: (45 marks)</b>		
	<b>Question No.</b>	<b>Nature of Question</b>	<b>Maximum Marks</b>
	<b>Q-1</b>	Answer the following: (attempt any 2 of 3) a) b) c)	15 Marks
	<b>Q-2</b>	Answer the following: (attempt any 2 of 3) a) b) c)	15 Marks
	<b>Q-3</b>	Answer the following: (attempt any 2 of 3) a) b) c)	15 Marks

**Signatures of Team Members**

<b>Sr.No.</b>	<b>Name</b>	<b>Signature</b>
1.	Ms. Amrita Nambiar	