INTERNATIONAL DIPLOMA IN LOGISTICS AND TRANSPORT

MANAGEMENT IN LOGISTICS & TRANSPORT
DIP01

JUNE 2024 EXAMINATION

Instructions to Candidates

- Duration of examination: **3 hours**
- **Answer any FOUR questions**
- Questions may be answered in any order.
- Allocation of marks is indicated along each question.
- Credit will be given for citing relevant examples.
- Write legibly.

Question 1

'Within a more established organisation, where current systems and procedures are also well established, it is harder for people to embrace change, particularly if a current way of working appears to them to be effective'. Consider the foregoing statement and, using the Kübler-Ross Model, discuss the five stages of grief that employees go through when changes are introduced in an organisation. **(25 marks)**

Question 2

Assess the value chain of a company you are familiar with and discuss how you would conduct a value chain analysis and indicate the benefits that would accrue from such an analysis.
(25 marks)

Question 3

Identify a company that you are familiar with and discuss the purpose and process of succession planning. **(25 marks)**

Question 4

a) Explain the significance and purpose of a financial budget in a company. **(10 marks)**

b) Compare and contrast the incremental based budgeting method with the zero based budgeting method. **(15 marks)**

Question 5

'Motivation is provided by the goal itself, and the thrill of the chase!'. Consider the foregoing statement and discuss how the 'Management by Objectives' process may be used to manage employee performance effectively. **(25 marks)**

Question 6

Explain the following sources of finance.

a) Ordinary shares (**5 marks)**

b) Preference shares **(5 marks)**

c) Debentures **(5 marks)**

d) Mortgages **(5 marks)**

e) Venture capital **(5 marks)**