INTERNATIONAL INTRODUCTORY CERTIFICATE IN LOGISTICS AND TRANSPORT

INTRODUCTION TO LOGISTICS

JUNE EXAMINATION 2024

INTRO-01

Instructions to Candidates

- Duration of examination: **2.30 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.

Section A **(40 Marks)**

Question 1 (Compulsory)

(a) Write short notes on the concept of 'Trade-offs' and give examples. **(5 marks)**

(b) From your own observations on the road and at nearby supermarkets, write down FIVE examples of Third-Party Logistics (3PL). **(5 marks)**

(c) List FIVE reasons why organisations may decide to train their staff and FIVE training types most organisations have for their staff. **(10 marks)**

(d) Explain the differences between B2C and B2B. **(10 marks)**

(e) What are the upside and downside implications of enforcing health and safety measures in the workplace? **(10 marks)**

SECTION B

Answer any THREE questions.

Question 2

(a) In your own words describe the nature of logistics. **(6 marks)**

(b) As a supportive role in business, state the desired outcomes of logistics. **(3 marks)**

(c) Demand is an important factor for managing logistics. Discuss the THREE aspects to the demand of a product or service. **(11 marks)**

Question 3

(a) Describe the typical characteristics of large and multinational businesses. **(12 marks)**

(b) What are the advantages and disadvantages of large and multinational businesses **(4 marks)**

(c) Cite one of the few large logistics company operating in Zimbabwe and provide a brief description of the company highlighting FOUR of its characteristics. **(4 marks)**

Question 4

Protecting the information held on computer systems is vitally important. Indicate how each type of threat shown below can best be protected against or dealt with:

(a) non-malicious loss of data **(4 marks)**
(b) Oracle General security of data **(4 marks)**
(c) Viruses and data corruption **(4 marks)**
(d) Hackers and unauthorised access **(4 marks)**
(e) SAP System failures, fire, or other disasters. **(4 marks)**

Question 5

(a) List some of the main environmental concerns likely to be addressed by a logistics company. **(6 marks)**

(b) What are the potential advantages to a business of adopting environmentally acceptable ways of working. **(6 marks)**

(c) *`The concept of reverse logistics is increasing in significance as new regulations arise concerning the requirement for manufacturers to be responsible for the disposal / recycling of the product they earlier made! `*

Provide the scenarios where reverse logistics may occur? **(8 marks)**