



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

CENTRE FOR ENTERPRISE DEVELOPMENT (CED)

QUALIFICATION CODE : 06DBPM	LEVEL : 6
COURSE CODE: OLM611C	COURSE NAME: OPERATIONAL LOGISTICS MANAGEMENT
DATE: JUNE 2022	MODE: PM
DURATION: 3 HOURS	MARKS: 100

1ST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINERS:	Ms G.TSHOOPARA
MODERATOR:	MRS H. NUUYANDJA

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers correctly.

PERMISSIBLE MATERIALS

1. Examination paper
2. Examination script

THIS QUESTION PAPER CONSISTS OF 5 PAGES (INCLUDING THIS FRONT PAGE)

QUESTION 1

(2 marks X 18 = 36)

MULTIPLE CHOICE

1.1 Strategy _____?

- a) Directs the institution of what they should be
- b) Is about implementation
- c) Is about research and development
- d) Directs the management on how to achieve goals

1.2 The creation of goods and service referes to _____?

- a) Production
- b) Productivity
- c) Operations
- d) Supply Chain

1.3 Quality is one of the ten strategic OM decisions. Define quality.

- a) Something to do with deciding the price
- b) Something to do with customers expectation
- c) Something to do with designing goods and services
- d) Something to do with supply chain network

1.4 What is operations management.

- a) Management skills to run a business
- b) Activities that transform materials into products
- c) Unique, cheap and responsive
- d) Attracting customers and suppliers

1.5 Competing on response simply mean

- a) Quick
- b) Uniqueness
- c) Reliable
- d) Customer service

1.6 Define services

- a) In service, there should not be any issues of interactions
- b) We can always order for services
- c) Import and export of services is a normal job for operations managers
- d) There is no question about differentiations in service

1.7 How to decide on operations when it comes to services

- a) Services cannot be stored
- b) Supply chain is important but not critical
- c) Services need to be near customer
- d) Oftenly repair and take place at customer's site

1.8 Increasing the service offered to the customer makes it more difficult to compete on the basis of _____.

- a) Order qualifiers
- b) Customization
- c) Quality
- d) Price

1.9 Unique attributes of firms that give them a competitive edge are called _____.

- a) Substantiable initiatives
- b) Supply chain networks
- c) Core competencies
- d) Balanced scorecards

1.10 Current information on _____ can have a significant impact of forecast accuracy

- a) Prices
- b) Promotion
- c) Competition
- d) All of them above

1.11 The two most important factors in choosing a forecasting technique are

- a) Cost and time horizon
- b) Accuracy and time horizon
- c) Cost and accuracy
- d) Quantity and wality

1.12 all of the following are examples of transformation process EXCEPT:

- a) Cutting
- b) Packaging
- c) Facilitating
- d) Labelling

1.13 Forecasts help managers by reducing the degree of

- a) Accuracy
- b) Precision
- c) Uncertainty
- d) Reliability

1.14 The five "right objectives" of purchasing are

- a) Quality, Quantity, Price, Time, Place
- b) Cost, Service, Specs, Time, Quantity
- c) Place, Time, Price, Ethics, Contract
- d) Agent, Supplier, Contract, Price, Quantity
- e) Logistics, time, Quality, Price, Quantity

1.15 Under conditions of certainty, a reorder point is equal to:

- a) average daily demand in units times the length of the replenishment cycle
- b) safety stock plus an EOQ
- c) base stock plus safety stock
- d) base stock minus safety stock

1.16 Inventory flow diagrams illustrate that safety stock can prevent two problem areas, ____ and ____.

- a) increased rate of demand; longer-than-normal replenishment
- b) decreased rate of demand; shorter-than-normal replenishment
- c) increased rate of demand; shorter-than-normal replenishment
- d) decreased rate of demand; longer-than-normal replenishment

1.17 Which of the following situations is likely the most damaging (costly) with respect to a stockout?

- a) the customer buys a substitute product that yields a higher profit for the seller
- b) the customer buys a substitute product that yields a lower profit for the seller
- c) the customer goes to a competitor for this purchase
- d) the customer says "Call me when it's in"

1.18 Under ____, the size and timing of replenishment orders are the responsibility of the manufacturer.

- a) Quick Response
- b) Supply Chain Management
- c) Vendor-Managed Inventory
- d) Efficient Consumer Response

QUESTION 2

(2 marks X 6 = 14 marks)

What do the following abbreviations stand for:

- a) MRP
- b) SOP
- c) CPFR
- d) ERP
- e) TQM
- f) BOM
- g) JIT

QUESTION 3

There are various reasons why businesses on different levels in the supply chain hold inventory.

Describe the functions of inventory management.

(20 marks)

QUESTION 4

What is forecasting and list any three types of forecasting with examples?

(14 points)

QUESTION 5

Discuss the push/pull and push-pull supply chain strategy, and provide an example for each strategy?

(16 marks)

TOTAL: 100 MARKS

END

