



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

CENTRE FOR ENTERPRISE DEVELOPMENT
CATS PROGRAMME

QUALIFICATION: CERTIFICATE IN BUSINESS PROCESS MANAGEMENT	
QUALIFICATION CODE: 21CABM	LEVEL: 5
COURSE CODE: TRL212S	COURSE NAME: TRANSPORT AND LOGISTICS MANAGEMENT 2B
SESSION: JUNE 2018	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

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

PERMISSIBLE MATERIALS

1. BLACK OR BLUE PEN
2. RULER

THIS QUESTION PAPER CONSISTS OF 5 PAGES (Including this front page)

QUESTION 1
MULTIPLE CHOICE

[15 x 2 marks= 30 marks]

1.1 What name is given to those factors that are influential in the location decision that relate to social, political and economic environment? [2 marks]

- a) Indirect factors
- b) Non-operational factors
- c) Ethical factors
- d) Community factors

1.2 Which of the following questions do NOT relate to structural strategic decisions? [2 marks]

- a) How should the operation decide how much inventory to have and where is it to be located?
- b) What technology should the operation be developing internally and what should it be buying in?
- c) How should the operation decide which product or services to develop?
- d) What balance of capabilities should it develop along its network of operations?

1.3 A key strategic decision would not include: [2 marks]

- a) What business to be in.
- b) What business to acquire or dispose of.
- c) How to allocate cash to different businesses.
- d) What trade union to recognise.
- e) How to manage relationships with different businesses.

1.4 In relation to process types which of the following statements is true? [2 marks]

- a) Batch has average variety, but high volume.
- b) Jobbing has the highest level of variety.
- c) Mass is lower volume than continuous and jobbing.
- d) Mass is lower volume than continuous and higher than batch.

1.5 Which of the following is true of service shops? [2 marks]

- a) Service shops have higher volume than mass services, but lower than professional services.
- b) Service shops have high variety and very low volume.
- c) Service shops include banks, high street shops, and car rental companies.
- d) Service shops occupy a similar position to projects in terms of volume and variety.

1.6 Which of the following is NOT true of batch process? [2 marks]

- a) Batch processes are similar in terms of volume and variety to service shops.
- b) Batch processes have more variety than jobbing processes.
- c) Batch processes often look like jobbing processes, but do not have quite the degree of variety.
- d) Batch processes are high variety than mass services.

1.7 In relation to process types, which of the following statements is true? [2 marks]

- a) Mass is higher variety than continuous and batch.
- b) Jobbing has higher variety than batch and higher volume than project.
- c) Project is higher variety and volume than batch.
- d) Continuous has the lowest volume and variety.

1.8 Supply network design is important because: [2 marks]

- a) It allows organisations to reduce the number of suppliers.
- b) It allows marketing more influence over the choice of suppliers.
- c) It improves the relationship between internal and external suppliers.
- d) Every operation is part of a larger and interconnected network of operations.

1.9 Factors affecting the location decision include: [2 marks]

- a) Labour costs / land availability / capacity planning
- b) Land cost / skills availability / capacity planning
- c) Sales forecasts / road access / land cost
- d) Labour costs / land availability / environmental restrictions
- e) Sales forecasts / capacity planning / road access

1.10 The emphasis on understanding the end customer in a supply chain has led to some authorities objecting the term 'supply chain'. Instead they argue they should be referred to as: [2 marks]

- a) Customer chains
- b) Push chains
- c) Demand chains
- d) Pull chains

1.11 Which of the following statements about Just-in-Time is correct? [2 marks]

- a) JIT is only useful in a high product variety environment.
- b) JIT seeks to reduce inventory in an effort to reduce waste.
- c) JIT will overcome poor component manufacture.
- d) JIT is essential for a company involved in project work.
- e) JIT pushes inventory through the operations process.

1.12 Which of the following issues does NOT define the lean philosophy? [2 marks]

- a) Elimination of waste
- b) Continuous improvement
- c) Customer involvement
- d) Involvement of everyone

1.13 Which of the following is NOT an area of waste identified by Toyota? [2 marks]

- a) Motion
- b) Waiting time
- c) Over-staffing
- d) Over-production

1.14 Which of the following is NOT considered a strategic challenge of operations? [2 marks]

- a) The environmental responsibility of businesses.
- b) The changing view of social responsibility.
- c) The impact of globalisation.
- d) The increasing use of in-house technology.

1.15 Recyclability of materials is an environmental issue concerned with which OM decision area? [2 marks]

- a) Product or service design
- b) Layout of facilities
- c) Inventory planning and control
- d) Network design

Subtotal: 30 marks

QUESTION 2

2.1 Discuss the concept of Material Management and provide the different approaches that can be followed in the planning and distribution of materials. [12 marks]

2.2 List the eight (8) essence of Strategic Supply Chain Management highlighting the factors that a strategic supply chain management are grounded on? [8 marks]

Subtotal: 20 marks

QUESTION 3

Discuss the 3 types of integration strategies and provide relevant example for each strategy? [16 marks]

Subtotal: 16 marks

QUESTION 4

4.1 List the eight (8) factors to be considered in the design of a supply chain? [16 marks]

4.2 Explain what SCR stands for and what are the stages to be considered when you are developing a SCR? [6 marks]

4.3 Discuss the concept of Forecasted Demand and the of area focus? [12 marks]

Subtotal: 34 marks

Total: 100 marks

