



NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY **MANAGEMENT SCIENCES**
FACULTY OF

DEPARTMENT OF MANAGEMENT

QUALIFICATION: BACHELOR OF BUSINESS MANAGEMENT	
QUALIFICATION CODE: 07BBMA	LEVEL: 7
COURSE CODE: BLM322S	COURSE NAME: BUSINESS LOGISTICS AND SUPPLY CHAIN MANAGEMENT
SESSION: JANUARY 2019	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Mr Benhard K Johannes
MODERATOR:	Mr. Brighten Simasiku

INSTRUCTIONS
Read through all instructions and questions before you start <ol style="list-style-type: none">1. Write your initials, surname and your student number clearly on your answer sheet.2. All questions are compulsory.3. Marks for each question are indicated at the end of each question.4. Write your answers clearly and neatly visible.

THIS EXAM PAPER CONSISTS OF 2 PAGES (Including this front page)

Question 1

What are the seven consecutive steps of system analysis in business logistics? (14)

Question 2

In a competitive business logistic environment, a business needs to offer satisfactory customer service in order to gain a competitive advantage, in view of the above, what are the three Components of customer service:
(9)

Question 3

When you manage quality under production and operations management, what are the four stages to be identified in the progression of the concept of quality? (8)

Question 4

Packaging also play a role in logistic, what benefits does packaging has in logistics. (12)

Question 5

Inventory refers to material resources that are stored for usage at a later stage either through transformation from a raw to a finished state, or through use in the current state.

In view of the above statement what do you think are the different categories of inventory?
(9)

Question 6

In your own view, analyse the broader concepts of SWOT analysis in a business logistic context?
(12)

Question 7

Base on operations management environment in a service sector, what are the characteristics of service?
(12)

Question 8

When formulating a supply chain business strategy, what should be included in Strategy formulation process?
(14)

Question 9

It is mentioned in a supply chain strategic objective that “**strategic objectives should be SMART**”, by analysing this statement; what do you understand by saying objective should be SMART?
(10)

TOTAL MARKS [100]



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SECOND OPPORTUNITY EXAMINATION MEMORANDUM	
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