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

2ND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINERS:	Ms G.TSHOOPARA
MODERATOR:	MRS H. NUUYANDJA

INSTRUCTIONS
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 4 PAGES (INCLUDING THIS FRONT PAGE)

QUESTION 1   (2 marks X 17 = 34)

MULPTIPLE CHOICE

1.1 Angelo is a fresh graduate from NUST. He is so eager to start his own business. Before implementing the operations, what is the first step that Angelo should do?
    a) Develop mission statement
    b) Develop strategy
    c) Recruits the best stuff
    d) Decides on location

1.2 _____ is the significant to achieving competitive advantages
    a) Core competencies
    b) Differentiation
    c) Mission and Strategy
    d) Key success factors

1.3 _____ is the premier issue in new product development.
    a) Understanding the customer
    b) Market practice
    c) Professional standards
    d) Sociological and demographic changes

1.4 Which one of the following management functions is based on forecasting
    a) Planning
    b) Organising
    c) Leading
    d) Controlling

1.5 Which of the following did not indicate the implications of quality?
    a) Improve competitiveness
    b) Pricing of a product
    c) Customer perception of new products
    d) Liability of a products

1.6 Camilla is a fresh graduate from NUST. She is so eager to start his own business. Before implementing the operations, what is the second step that Camilla should do?
    a) Develop mission statement
    b) Develop strategy
    c) Recruits the best stuff
    d) Decides on location

1.7 When planning for purchasing or job scheduling, usually a firm use _____ for forecasting.
    a) Short range forecast
    b) Medium range forecast
    c) Long range forecast
    d) Intermediate

2

1.8 Which one of the following formula or function can be used to measure the performance?

    a) Flexibility + profit + operations
    b) Work + profit + value
    c) Quality + speed + flexibility
    d) Profit + incentives + standards

1.9 Which of the following is not the risk for Supply Chain?

    a) Vendor quality
    b) Too reliance's
    c) Many suppliers
    d) Political risks

1.10 Which of the following is referred to as plans for achieving goals?

    a) Tactics
    b) Strategies
    c) Policies
    d) Mission

1.11 Which one of the following is NOT a business application of forecasting?

    a) Budgeting
    b) Capacity planning
    c) Inventory Management
    d) Quality control

1.12   Which of the following is not one of the outcomes that collaborative relationships tend to foster?
    a) Longer term contracts
    b) Reduction of risk for suppliers
    c) Reducing total costs
    d) A focus on price
    e) Improvement of processes

1.13 Which of the following would NOT normally be considered a general characteristic of a service?

    a) Many services involve both tangible and intangible outputs.
    b) Low contact services can often be made more efficient than high contact services.
    c) Production and sales cannot easily be functionally separated.
    d) Production and consumption are simultaneous.
    e) Production and consumption can always be spatially separated.

1.14 The variation in product or service design to suit the specific needs of individual customers or customer groups is referred to as:

    a) Modularity
    b) Operationalization
    c) Customization
    d) Product flexibility

1.15 Internal and external customers may vary because:

a) External customers are better at negotiating with suppliers
b) External customers are more demanding.
c) Internal customers have less experience in purchasing.
d) Internal customers often have less choice of which supplier to use.

1.16 The dominant operation for a bank is:

a) Processing customers
b) Processing complaints
c) Processing information
d) Processing materials

Subtotal: 34 marks

QUESTION 2

2.1   What is Operations Management?   **(5marks)**

2.2   List any 5 procurement rights?   **(5 marks)**

QUESTION 3

Deliberate on what reverse logistics is and give any 8 (eight) advantages and 8 (eight) disadvantages of reverse logistics using a company of your choice   **(26 marks)**

QUESTION 4

4.1   What are global supply chain disruptions (list 3) and how should supply chain react to these disruptions?   **(6 marks)**

4.2   List and discuss ANY 12 global supply chain risks that can be experienced in a company?
                                                                         (24 marks)

Total: 100 marks