



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF MANAGEMENT SCIENCES

CATS PROGRAMME

QUALIFICATION: CERTIFICATE IN BUSINESS PROCESS MANAGEMENT	
QUALIFICATION CODE: 21CABM	LEVEL: 5
COURSE CODE: FLM521C	COURSE NAME: FUNDAMENTALS OF LOGISTICS MANAGEMENT
SESSION: NOVEMBER 2019	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY QUESTION PAPER	
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MODERATOR:	Ms. Emilia Salomo

INSTRUCTIONS
1. Answer ALL the questions. 2. Write clearly and neatly. 3. Number the answers clearly.

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

SECTION A

QUESTION 1: MULTIPLE CHOICE QUESTIONS

[2 Marks X 10 = 20 Marks]

- 1.1. Materials management key activities include
 - a. Anticipating materials requirements (Materials Requirement Planning (MRP))
 - b. Implementing of paperless warehouse management system (WMS)
 - c. Materials handling
 - d. Safe end-of-life disposal
- 1.2. Refers to a network of satellites that transmits signals that pinpoint the exact location of an object
 - a. Global positioning systems
 - b. Geographic information systems
 - c. Electronic data interchange
 - d. Transportation management systems
- 1.3. The idea of identifying waste along the whole supply chain, especially in the form of unnecessary inventory, is the basis of what concept?
 - a. Focuses supply chain
 - b. Lean supply chain
 - c. Agile supply chain
 - d. Effective supply chain
- 1.4. The following are the logistics objectives except
 - a. Cost reduction
 - b. Capital reduction
 - c. Transaction element
 - d. Service element

- 1.5. Refers to computer-to-computer transmission of business data in structured format
- a. Data mining
 - b. ERP
 - c. EDI
 - d. VMI
- 1.6. A strategic decision on customer service includes:
- a. Priority rules for customer's orders
 - b. Handling call centre enquiries
 - c. Setting customer service standards
 - d. Order picking and restocking
- 1.7. The most popular automatic identification system currently in use is
- a. Voice-data entry
 - b. Radio frequency identification
 - c. Magnetic strips
 - d. Bar code scanners
- 1.8. Which of the following is not a benefit to utilizing information in logistics?
- a. Greater knowledge and visibility across the supply chain
 - b. Greater awareness of customer demand via point-of-sale data
 - c. Better coordination of manufacturing, merchandising and distribution through ERP tools
 - d. All are benefits
- 1.9. All of the following are potential costs associated with ERP implementation, except:
- a. Employee training
 - b. Upgraded computer hardware
 - c. Data conversion
 - d. All are costs

- 1.10. Which of the following is not a benefit to utilizing information in logistics?
- a. Greater knowledge and visibility across the supply chain
 - b. Greater awareness of customer demand via point-of-sale data
 - c. Better coordination of manufacturing, merchandising, and distribution through ERP tools
 - d. All are benefits

Sub-Total: 20 Marks

SECTION B

QUESTION 2: TRUE & FALSE QUESTIONS

[2 Marks X 10 = 20 Marks]

- a. Import is a good brought across a national border, from an external source.
- b. Seeking a sustainable and defensible competitive advantage is the concern of every company management.
- c. Lean operations might not work when there are variable and uncertain conditions.
- d. Global positioning systems can be helpful in locating lost or stolen transportation equipment.
- e. The globalization was a reason that the thinking evolved to logistics as an inter-company supply chain.
- f. Using an energy efficient lightening and using doors with sensor which automatically close are some of the elements which are frequently used in practical examples to encourage sustainable warehousing.
- g. Porter's five forces aim to achieve an internal shift of human resources.
- h. Sustainable transport is not part of sustainable logistics.
- i. Increasing the quality of a product has an impact on the costs but not on the time.
- j. The company "Apple" is a good example for macro logistics based on its size.

Sub-total: 20 Marks

SECTION C

QUESTION 3

[40 Marks]

3.1. Name six (6) of Carters 10C's of supplier selection

[6 Marks]

3.2. List and discuss the 5 competing priorities (components) that should be aligned to the business strategy?

[10 Marks]

3.3. Define competitive advantage and discuss the Porter's generic competitive advantage?

[12 Marks]

3.4. Define the term green logistics and give four (4) reasons why it is important for logistics operations?

[12 Marks]

Sub-total: 40 Marks

QUESTION 4

4.1. Differentiate between agile and lean strategy?

[20 Marks]

Sub-total: 20 Marks

Grand total: 100 Marks