



FACULTY OF COMMERCE; HUMAN SCIENCES AND EDUCATION

HAROLD PUPKEWITZ GRADUATE SCHOOL OF BUSINESS

QUALIFICATION: DIPLOMA IN BUSINESS PROCESS MANAGEMENT	
QUALIFICATION CODE: 06DBPM	LEVEL: 6
COURSE CODE: OLM611C	COURSE NAME: OPERATIONAL LOGISTICS MANAGEMENT
SESSION: JULY 2024	PAPER: PAPER 1
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION – QUESTION PAPER	
EXAMINER(S)	Dr Gloria Tshoopara
MODERATOR:	Ms. Hilma Nuuyandja

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

PERMISSIBLE MATERIALS

1. Examination paper
2. Examination script

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

SECTION A

CONSISTS OF TWO QUESTIONS

Question 1

2 x 20 = 40 marks

1. Which of the following is a key principle of Lean operations?
 - a) Overproduction
 - b) Excessive inventory
 - c) Just-in-time production
 - d) Batch processing
2. What role does accurate data play in demand management?
 - a) It creates supply chain bottlenecks
 - b) It decreases market competition
 - c) It forms a common foundation for departments
 - d) It increases stock outs
3. How does improved demand forecasting impact supply chain operations?
 - a) It leads to overstock situations
 - b) It decreases the need for collaborative forecasting
 - c) It increases efficiency in supply chain operations
4. What is a potential consequence of relying solely on historical averages for forecasting?
 - a) Improved accuracy in seasonal forecasts
 - b) Decreased reliance on recent data
 - c) Inability to account for seasonality or trends
 - d) Enhanced long-term forecasting accuracy
5. Why is it important for organizations to invest time and resources in accessing historical data for forecasting?
 - a) To decrease forecasting accuracy
 - b) To increase reliance on qualitative methods
 - c) To avoid mis-leading forecasts
 - d) To slow down the order fulfillment process
6. What potential issue related to supply can affect capacity planning?
 - a) Abundant supply of raw materials
 - b) Delayed or interrupted supply of raw materials or components
 - c) Lack of demand for finished products
 - d) Overestimation of production capabilities
7. Why is it important to consider raw material supply in capacity planning?
 - a) To increase production efficiency
 - b) To simplify product complexity
 - c) To avoid delays or interruptions in production
 - d) To reduce workforce availability issues

8. How does an MRP system differ from traditional inventory management?
 - a) It focuses solely on maximizing inventory levels
 - b) It minimizes the need for production scheduling
 - c) It utilizes computerized analysis of inventory and production needs
 - d) It relies on manual tracking of inventory levels
9. How does an MRP system aid in minimizing inventory?
 - a) By increasing production capacity
 - b) By analyzing historical inventory data
 - c) By scheduling production based on current inventory levels
 - d) By scheduling production based on forecasts
10. What role does the bill of materials play in an MRP system?
 - a) It helps maximize inventory levels
 - b) It minimizes production capacity
 - c) It guides production scheduling and material requirements
 - d) It has no relevance to the MRP process
11. How does an MRP system contribute to efficient production planning?
 - a) By relying on manual production schedules
 - b) By minimizing the need for forecasts
 - c) By analyzing current inventory levels
 - d) By scheduling production based on demand forecasts
12. Which of the following best describes a vision statement in operations management?
 - a) A statement that outlines specific goals and objectives for the organization
 - b) A concise declaration of the organization's purpose and reason for existence
 - c) A long-term perspective on where the organization aims to be in the future
 - d) A detailed plan of action for achieving operational excellence
13. What is the primary purpose of a mission statement in operations management?
 - a) To provide a roadmap for day-to-day operations
 - b) To communicate the organization's core values and beliefs
 - c) To define short-term goals and objectives
 - d) To outline strategies for achieving profitability
14. Which of the following statements best describes the difference between a vision and a mission in operations management?
 - a) A vision focuses on short-term goals, while a mission is more long-term
 - b) A vision outlines the organization's core values, while a mission defines its future aspirations
 - c) A vision provides direction for the organization, while a mission defines its purpose and reason for existence
 - d) A vision is internal-focused, while a mission is external-focused
15. What role does blockchain technology play in supply chain operations management (SCOM)?
 - a) Enhancing supply chain visibility and traceability
 - b) Automating manual tasks and reducing human involvement
 - c) Optimizing transportation routes and logistics
 - d) Monitoring inventory levels and stockouts

16. What role does a vision statement play in operations management?
- a) It sets the tone for organizational culture and guides decision-making
 - b) It provides specific guidelines for achieving short-term objectives
 - c) It communicates the organization's financial targets to stakeholders
 - d) It outlines the operational strategies for improving efficiency
17. How can Artificial Intelligence (AI) be applied in supply chain operations management (SCOM)?
- a) By increasing complexity and introducing uncertainties
 - b) By replacing human decision-making entirely
 - c) By enabling predictive analytics, demand forecasting, and optimization
 - d) By reducing efficiency and increasing costs
18. Which of the following technologies is primarily used to enable the Internet of Things (IoT) in supply chain management?
- a) Blockchain
 - b) Artificial Intelligence (AI)
 - c) Cloud Computing
 - d) RFID Sensors
19. How does technology contribute to enhancing supply chain operations management (SCOM)?
- a) By increasing manual intervention and reducing automation
 - b) By introducing inefficiencies and increasing costs
 - c) By providing real-time visibility, data analytics, and automation capabilities
 - d) By limiting communication and collaboration among supply chain partners
20. Which of the following is an example of a well-crafted mission statement in operations management?
- a) "To maximize shareholder wealth through cost-cutting measures"
 - b) "To be the leading provider of sustainable and innovative solutions in the industry"
 - c) "To increase revenue by 10% annually through aggressive marketing campaigns"
 - d) "To achieve operational excellence by reducing production costs"

Subtotal: 40 marks

Question 2

2 x 7= 14 marks

1. Operational logistics management does not need to consider ethical considerations such as fair labor practices or environmental sustainability.
2. In operational logistics management, the use of automation and robotics always leads to cost savings without any trade-offs in flexibility or adaptability.
3. Operational logistics management requires continuous monitoring and adjustment to adapt to changes in market demand, supplier capabilities, and other factors.

4. The Internet's role in operational logistics management extends beyond supplier-manufacturer communication, impacting various aspects such as inventory management, transportation optimization, and customer interactions.
5. IoT devices can play a significant role in ensuring compliance with regulatory standards and industry certifications by providing real-time monitoring of conditions and processes in operational logistics management.
6. While blockchain technology offers enhanced security compared to traditional databases, it is not immune to cybersecurity threats. Continuous monitoring and updates are necessary to mitigate potential risks in operational logistics management.
7. Effectiveness in logistics can be enhanced by fostering strong relationships and collaboration with suppliers and partners across the supply chain.

Subtotal: 14 marks

SECTION B

CONSIST OF TWO QUESTIONS

Question 3

Discuss the role of technology in transforming Supply Chain Operations Management (SCOM) in the modern era. Consider various technologies and provide examples of how these technologies are being applied in different aspects of SCOM, and evaluate their potential benefits and challenges.

24 marks

Question 4

Explore the connection between forecasting and capacity planning in logistics. How does demand forecasting impact decisions in operations management? Discuss challenges in aligning forecasted demand with capacity and propose optimization strategies.

22 marks

Subtotal: 46 marks

TOTAL: 100 MARKS