



**The Chartered  
Institute of Logistics  
and Transport**

**INTERNATIONAL CERTIFICATE IN LOGISTICS AND TRANSPORT**

**SUPPLY CHAIN OPERATIONS 07-L3**

**November 2021**

**Notes to Candidates**

Credit will be given for citing relevant examples. Write neatly and legibly

**Instructions to Candidates**

1. Answer **ALL** questions in Section A.
2. Answer any 3 questions in Section B.
3. Start each question on a new page

**2.30 HOURS**

**SECTION A**

**Question 1**

Define the following techniques in supply chain operations.

- |      |                       |                  |
|------|-----------------------|------------------|
| i)   | Operations management | <b>(4 marks)</b> |
| ii)  | Production management | <b>(4 marks)</b> |
| iii) | Materials management  | <b>(4 marks)</b> |
| iv)  | Logistics management  | <b>(4 marks)</b> |
| v)   | Transport management  | <b>(4 marks)</b> |

**SECTION B**

**Question 2**

Discuss the advantages and benefits of agile logistics in supply chain operations?  
**(20 marks)**

**Question 3**

Citing relevant examples, evaluate the impact of any five internal environment factors on the operations of supply chain **(20 marks)**

**Question 4**

Explain how labeling is essential for reverse flows in supply chains. **(20 marks)**

**Question 5**

What is customer service and how helpful is it to an organisation in the supply chain operations. **(20 marks)**

**Question 6**

State and explain any five activities that drive supply chain operations. **(20 marks)**