



**The Chartered
Institute of Logistics
and Transport**

INTERNATIONAL CERTIFICATE IN LOGISTICS AND TRANSPORT

SUPPLY CHAIN OPERATIONS

07-L3

FEBRUARY 2023

SUPPLEMENTARY EXAMINATION

Instructions to Candidates

- Duration of examination: **2:30 hours**
- **Answer SECTION A (Compulsory) and any 3 Questions in SECTION B**
- Questions may be answered in any order
- Allocation of marks is indicated along each question
- Credit will be given for citing relevant examples
- Write legibly

SECTION A COMPLUSORY

(40 marks)

Question 1

- i) Give four reasons why products move upstream. **(8 marks)**
- ii) List the main reverse logistics activities. **(7 marks)**
- iii) Identify some of the specific characteristics of humanitarian relief chains and differentiate them from commercial supply chains. **(5 marks)**
- iv) Give eight key factors that will influence location in a supply chain **(8 marks)**
- v) Discuss are the advantages and disadvantages of insourcing and outsourcing? **(12 marks)**

Section B

Answer any THREE questions

Question 1

Describe the nature of information that can sustain competitive supply chain operations.
(20 marks)

Question 2

Explain how external factors can affect an organisation's supply chain operations.
(20 marks)

Question 3

Evaluate the importance of customer service in an organisation that enables it to maintain its share of the market.
(20 marks)

Question 4

Analyse the internal factors that an organisation will consider when responding to external factors.
(20 marks)