



**The Chartered
Institute of Logistics
and Transport**

INTERNATIONAL ADVANCED DIPLOMA IN LOGISTICS AND TRANSPORT

DELIVERING STRATEGIC PERFORMANCE

ADIP04

FEBRUARY 2023

SUPPLEMENTARY EXAMINATION

Instructions to Candidates

- Duration of examination: **3 hours**
- **Answer any 5 Questions.**
- 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

QUESTION 1

'Many organisations, in all sectors, increasingly engage in some form of partnership with others in their supply chain'. Discuss strategic benefits a firm can gain from engaging in supply chain collaborative business relationship. **[20 marks]**

QUESTION 2

Evaluate the role of supply chain performance drivers with reference to an industry of your choice.

[20 marks]

QUESTION 3

Describe market structures and explain how changes in regulation affect organization's supply chain performance. **[20 marks]**

QUESTION 4

The demands of lean supply have important implications for the relationships between the customer and partner organisations. Identify key relationship issues of lean supply and discuss advantages for an organisation. **[20 marks]**

QUESTION 5

State and explain briefly five key determinants of SERVQUAL model. **[20 marks]**

QUESTION 6

'Organizations outsource those activities considered to be non –core to efficient providers and opt to concentrate on core activities'. Discuss the advantages and disadvantages of business unit outsourcing the transport function. **[20 marks]**