



**The Chartered
Institute of Logistics
and Transport**

**INTERNATIONAL INTRODUCTORY CERTIFICATE
IN LOGISTICS AND TRANSPORT**

INTRODUCTION TO FREIGHT TRANSPORT SERVICES

INTRO-01

June 2023

Note to Candidates

Candidates are advised to spend NOT more than 60 minutes in Section A and not more than 30 minutes on each question in Section B.

Instructions to Candidates

- Duration of examination: **2.30 hours**
- **Answer ALL Questions in Section A and any THREE 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

Question 1

- a) Define the term freight. **(4 marks)**
- b) i) Give the main issues that will confront us when we are involved in the movement of goods. **(3 marks)**

ii) Write brief notes why “transport” is a service that is usually demand-led.

(3 marks)

iii) List five main drivers that dictates when and how an organisation needs to tailor its transport function.

(5 marks)

c) Give a breakdown of the factors that are perceived to be important to the users of freight transport service.

(13 marks)

d) 'There are some characteristics we should consider in our customer service solution'. Name six of such characteristics.

(6 marks)

e) State the characteristics of road and air transport in respect of speed, reliability, and costs.

(6 marks)

SECTION B

Answer any THREE questions

Question 1

Explain how SWOT analysis can be used by an organisation to scan its operating environment.

(20 marks)

Question 2

Describe any four types of vehicles used in the shipment of goods and give their characteristics.

(20 marks)

Question 3

Outline the main benefits of providing regular services for a freight service operator.

(20 marks)

Question 4

Evaluate the importance of planning and scheduling of a logistics function.

(20 marks)