



**The Chartered
Institute of Logistics
and Transport**

**INTERNATIONAL INTRODUCTORY CERTIFICATE
IN LOGISTICS AND TRANSPORT**

**INTRODUCTION TO LOGISTICS
INTRO-M1**

JUNE 2023

Note to Candidates

Candidates are advised to spend NOT more than 60 minutes in Section A and not more than 40 minutes on each question in Section B.

Instructions to Candidates

- Duration of examination: **2.30 hours**
 - **Answer ALL Questions in Section A Multiple Choice and any FOUR 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
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SECTION A

1. Maximum permitted load for a drawbar in Zimbabwe is _____
 - A. 12 tonnes
 - B. 14 tonnes
 - C. 16 tonnes
 - D. 10 tonnes

2. What is used to secure a container on a flatbed trailer _____
 - A. Locker
 - B. Twist lock
 - C. Overhead crane
 - D. Steel pin

3. Acronym DEFRA means _____
- A. Department for Environment Feed and Road Authority
 - B. Department for the Environment, Food and Road Rural Affairs
 - C. Development for the Environment for Road Authority
 - D. None of the above
4. The scheduling operation has particular issues that a planner must be aware of from the onset. Which one is correct?
- A. Regularity function is much easier that to schedule and therefore easier to ensure cost and time effectiveness.
 - B. Are there any restrictions on the carriage of such items. Are they compatible with other products on the proposed means of transport?
 - C. Future planning improve upscale and develop the service can be under taken particularly once such a services is being provided.
 - D. Service and maintenance of mode of transport and the utilisation of alternative equipment can be planned in advance.
5. The service provision of non-regular traffic is also known as _____
- A. Contract
 - B. Contractor
 - C. Spot hire
 - D. Third party
6. The shipping companies that utilise their ships in the carriage of general cargo to various parts around the globe are known as _____
- A. Container ship
 - B. Ferries
 - C. Tramps
 - D. Tram steamers
7. The _____ refers to the idea of a wheel where everything is drawn to the centre as the operation revolves around the central point, where goods are to from the outlying depots.
- A. Hub and spoke
 - B. Distribution centre
 - C. Depot
 - D. SBU

8. _____ is the main issue relating to Just in Time deliveries.
- A. Factor
 - B. Time sensitivity
 - C. The geographical distance
 - D. Correct method carriage
9. Load to Vehicle means that _____
- A. Access the load point
 - B. Can the vehicle carry the load size, weight and dimensions
 - C. Go under any low building due to its height
 - D. Get on the site because of restricted access
10. The main issues that arise during unloading of freight are _____
- A. What arrangements for contact are in place in the case of any time related issues and who talks to whom
 - B. Are there any returns
 - C. What are the restrictions and constraints on the delivery
 - D. All of the above
11. How many minutes should a driver take a break from driving _____
- A. Maximum 9 hours, extendable to 10 hours no more than twice a week
 - B. A break of 45 minutes must be taken after no more than 4,5 hours of continuous driving
 - C. Minimum of 11 hours
 - D. Maximum of 56 hours
12. Three types of tankers are _____
- A. Road tankers, liquid tankers, fuel tankers
 - B. Transport tankers, powder tankers, round tankers
 - C. Liquid tankers, powder tankers, gas tankers
 - D. Customer line tankers, powder tankers, liquid tankers
13. What is the reason for organisations to place freight into a warehouse?
- A. For the goods to have value while in stock
 - B. To hold products until required by a customer or another facility.
 - C. To ensure that there is enough supply of goods to customers.
 - D. To avoid over production.

14. The two types of cross docking are: _____

- A. Goods in
- B. Goods out
- C. Direct or pre-distributed and indirect or consolidated
- D. Cross docking warehouse and distribution centre.

15. The product sale information provided by the electronic point of sale is used extensively by other departments in organisation as _____

- A. The buyers need to know which products are selling fast and which are not so that they can reduce or increase the availability of this product to customers.
- B. Supermarkets are one of the main drivers for the development of new technologies such RFID.
- C. Pickers can walk around the warehouse picking the required numbers of item.
- D. The products are then unloaded and stored in the warehouse into previous identified areas.

16. The main issues needed to be included in any paperwork involved with the carriage of any freight are _____

- A. What is it
- B. When is it to be collected
- C. From who is it to be collected
- D. All of the above

17. Why is the POD (proof of delivery) an important document in the delivery of goods?

- A. It is upon the receipt of this correctly signed piece that the supplier will invoice the customer for payment.
- B. It helps to reduce paperwork
- C. It helps in tracking freight
- D. None of the above

18. Vehicle Tracking using GPS is important in the operations to assist the organisation to:

- A. Follow vehicle path to ensure the drivers is on schedule or has not deviated from the route
- B. Record mileage
- C. Record fuel consumption of the vehicle
- D. Assist management to make decisions

19. Choose the right answer on various reasons for collecting and collating information.

- A. The management information systems is a major tool that manager use.
- B. For monitoring the expenditure in the company
- C. To ensure that the fee they are receiving for any work makes it a viable proposition.
- D. To forecast current and future jobs

20. Cost per kilometre (CPK) is the cost of running the _____

- A. Bulk load deliveries
- B. Light goods
- C. Vehicle
- D. Delivery by bicycle

SECTION B

Answer any FOUR questions.

Question 1

- a) List the 8 characteristics of a service solution about the freight to be moved. **(8 marks)**
- b). Give 3 reasons why organizations should perform a skills and competence assessment. **(3 marks)**
- c). Name the restrictions with regard to the weight and capacity of the containers in freight movement. **(3 marks)**
- d). Write down any six particular issues that the planner of any logistical function must be aware of at the outset of any scheduling operation. **(6 marks)**

Question 2

Explain the difference between route planning and scheduling in freight operations. **(20 marks)**

Question 3

Explain the importance of understanding the marketplace in relation to the movement of any goods. **(20 marks)**

Question 4

a) Rank and discuss the important factors to users of freight services. **(13 marks)**

b) List 7 characteristics of the service solution. **(7 marks)**

Question 5

Identify and discuss the main reasons for organisations to place freight in a warehouse in the distribution process. **(20 marks)**