



**The Chartered
Institute of Logistics
and Transport**

INTRODUCTORY CERTIFICATE IN LOGISTICS AND TRANSPORT

INTRODUCTION TO FREIGHT TRANSPORT SERVICES

INTRO-01

November 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 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.
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SECTION A

(40 marks)

Question 1

Multiple Choice Questions

1. The major handicap for road freight transportation in Zimbabwe is____.
 - A. Uneducated personnel
 - B. Poor infrastructure
 - C. Undue influence of politicians
 - D. Unorganised industry
2. Communication is a _____.
 - A. One-way process.
 - B. Two-way process.
 - C. Three-way process.
 - D. Four-way process
3. A rigid plan, no scope for discretion _____.
 - A. Rule.
 - B. Schedules.
 - C. Procedures.
 - D. Budgets.
4. Cost efficiency is determined by which of the following drivers?

- A. Supply Costs and Process Design.
 - B. Supply Costs and Economies of Scale.
 - C. Product and Process Design.
 - D. Experience.
5. The document that is used in imports and not in exports is
- A. Bill of entry.
 - B. Charter party.
 - C. Letter of credit.
 - D. Shipping bill
6. Competitive advantage can be created and achieved by freight managers by
- A. Cost advantage.
 - B. Quality.
 - C. Value advantage.
 - D. Cost and value advantage
7. Policy formulation is the function of
- A. Top level Managers
 - B. Middle level Managers
 - C. Operational Management
 - D. None of the above
8. The cost of fuel, lubricating oil and accessories included in freight charges is
- A. Fixed cost.
 - B. Semi-fixed cost.
 - C. Variable cost.
 - D. Semi-variable cost
9. EDI stands for
- A. Electronic Data Interface.
 - B. Electronic Data Interchange.
 - C. Electronic Distribution Intermediary.
 - D. Electronic Documentation Interchange.
10. Freight Manager will be considered under which level of management?
- A. Top-level
 - B. Middle-level
 - C. Lower-level
 - D. None of these
11. The slowest means of transport is
- A. Railways
 - B. Waterways
 - C. Roadways
 - D. Airways
12. Letting the engine run when parked, does which of the following:

- A. Increases consumption of fuel
 - B. Wastes money
 - C. Causes vehicle wear and tear
 - D. Emits toxic pollutants into the environment
 - E. All of the above
13. ___ modes of transportation suit expensive shipments over a long distance.
- A. Air transportation
 - B. Water transportation
 - C. Rail transportation
 - D. Intermodal transportation
14. Time difference between a business ordering and receiving stock is called the
- A. Reorder quantity
 - B. Lead time
 - C. Buffer stock
 - D. Reorder level
15. At ___ level, the decisions are made with very short-term objectives
- A. Performance
 - B. Strategic
 - C. Tactical
 - D. Operational
16. Outsourcing of logistics services will not ensure___.
- A. Logistics cost control
 - B. An enhanced level of customer service
 - C. Reduction in inventory level
 - D. Better understanding of customer needs
17. Freight transport operation promotes
- A. Agriculture
 - B. Industry
 - C. Trade and commerce
 - D. All of the above
18. In most cases Supply Chain, Material flows in one direction while _____from in both direction
- A. Process
 - B. Information
 - C. Product
 - D. Semi-finished Goods
19. EOQ stands for
- A. Electronic Ordered Quantity
 - B. Economic Order Quantity
 - C. Economic Order Quality
 - D. Electronic Obtained quantity
20. Adverse social impacts could be in the form of

- A. Loss of land
- B. Loss of structures
- C. Loss of livelihood
- D. All of the above

SECTION B

(60 marks)

Answer any THREE questions

Question 1

Discuss the role of freight transport in an economy.

(20 marks)

Question 2

a) What do the following acronyms stand for?

(5 marks)

- i. 3PL
- ii. ISO
- iii. IT
- iv. KPI
- v. SWOT

b) Discuss the advantages and disadvantages of containerization.

(15 marks)

Question 3

Identify and explain FIVE reasons why it is not good for the government to control the freight industry.

(20 marks)

Question 4

Outline FIVE reasons why customers may return goods to the warehouse.

(20 marks)