



**The Chartered
Institute of Logistics
and Transport**

INTERNATIONAL CERTIFICATE IN LOGISTICS AND TRANSPORT

**SUPPLY CHAIN OPERATIONS
07-L3**

**MARCH 2024
SUPPLEMENTARY EXAMINATIONS**

Instructions to Candidates

- Duration of examination: **2.30 hours**
- **Answer any FOUR 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

- a) State ten customer service skills required for a successful supply chain management. **(10 marks)**
- b) Identify and briefly discuss the three important qualities of customer service. **(6 marks)**
- c) Explain the role of customer service. **(9 marks)**

QUESTION 2

- a) List ten supply chain risks. **(10 marks)**
- b) Choose any five risks and describe the strategies to mitigate them. **(15 marks)**

QUESTION 3

Explain the relevance of the transaction processing system in a supply chain management.

(25 marks)

QUESTION 4

a) Write brief notes about the growth stage of a product life and give relevant examples.

(10 marks)

b) Discuss any three technologies that are reinventing in supply chain management.

(6 marks)

c) Describe how lead time is calculated.

(9 marks)

QUESTION 5

Define global logistics supply chain and describe why it is important to different countries.

(25 marks)

