



**The Chartered
Institute of Logistics
and Transport**

INTERNATIONAL DIPLOMA IN LOGISTICS AND TRANSPORT

**SUPPLY CHAIN MANAGEMENT
DIP02**

**MARCH 2024
SUPPLEMENTARY EXAMINATIONS**

Instructions to Candidates

- Duration of examination: **3 hours**
- **Answer Question 1 in Section A (Compulsory) and any 4 questions from 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.

Candidates are advised to spend NOT more than 40 minutes on each question. Credit will be given for citing relevant examples.

Section A: Compulsory

QUESTION 1

- | | |
|--|------------------|
| a) Define the Balanced Scorecard (BSC) and its purpose. | (1 mark) |
| b) Explain the perspectives of the BSC | (4 marks) |
| c) What are the common elements that make up each perspective? | (4 marks) |
| d) Examine the strengths and weaknesses of the scorecard? | (5 marks) |
| e) Explain why the balanced scorecard fails in some organisations? | (5 marks) |

SECTION B:

Answer any FOUR questions.

QUESTION 1

"A chain is only as good as its weakest link". Explain in detail the implications of this statement as it relates to supply chain operations. **(20 marks)**

QUESTION 2

Discuss at least five key drivers for the increase in outsourcing by big organisations like OK Zimbabwe. **(20 marks)**

QUESTION 3

Practically examine the Value Chain concept and its importance. **(20 marks)**

QUESTION 4

Explain how a company of your choice has benefited or can benefit from at least two types of benchmarking. **(20 marks)**

QUESTION 5

Explain the key components of customer service. **(20 marks)**