



INTERNATIONAL INTRODUCTORY CERTIFICATE IN LOGISTICS AND TRANSPORT

INTRODUCTION TO LOGISTICS INTRO-M1

NOVEMBER EXAMINATION 2024

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.
 - Allocations of marks are indicated along each question.
 - Credit will be given for citing relevant examples.
 - Write legibly.
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SECTION A

(40 marks)

QUESTION 1 (Compulsory)

- (a) The 4D's are factors that we can use for the logistics management of both products and services. Write down the terms represented by the '4Ds' and explain them in your own words. **(12 marks)**
- (b) Small and Medium-Sized Enterprises (SMEs) are predominant in the Zimbabwean transport and logistics sector and in other general service sectors.

- (i) State the characteristics of SMEs. **(8 marks)**
- (ii) List the advantages and disadvantages of SMEs. **(10 marks)**
- (c) Write short notes on the problems that one can experience with E-mail. **(5 marks)**
- (d) (i) The abbreviation 'ISO' stands for. **(1 mark)**
(ii) Which ISO family addresses various aspects of environmental management. **(1 mark)**
(iii) What capabilities should the MIS system for the identified ISO have. **(3 marks)**

SECTION B

Answer any THREE questions.

QUESTION 2

- (a) Write down the THREE levels of strategy and indicate the time horizons. **(3 marks)**
- (b) (i) When setting objectives, it is usual to use the acronym 'SMARTER'. In your own words, write short notes explaining the term that each letter represents. **(14 marks)**
(ii) Apply this concept to draft a SMARTER objective for a 3PL company of your choice. **(3 marks)**

QUESTION 3

What are the THREE Sectors of Business. Write brief notes on each. **(12 marks)**

- (a) Which statistics are considered to determine whether an organisation's size is micro, small, medium, or large? **(4 marks)**
- (b) Most activities that are undertaken by storekeepers are considered essential for the overall logistics objectives. List any FOUR of these activities. **(4 marks)**

QUESTION 4

Explain in your own words the following applications commonly used in logistics:

- (a) EPOS (5 marks)
- (b) Oracle (5 marks)
- (c) Paragon (4 marks)
- (d) RFID (4 marks)
- (e) SAP (2 marks)

QUESTION 5

- (a) The application of ethical working practices by companies promotes safe operating conditions for the workforce. Provide examples of unacceptable working practices. (5 marks)
- (b) Describe the good practises that transport, and logistics companies employ to contribute to a better environment. (5 marks)
- (c) List the potential direct and indirect advantages to companies who apply good practices and pay attention to environmental matters. (10 marks)