



**The Chartered  
Institute of Logistics  
and Transport**

**INTERNATIONAL CERTIFICATE IN LOGISTICS AND TRANSPORT**

**SUPPLY CHAIN OPERATIONS**

**07-L3**

**SEPTEMBER SUPPLEMENTARY EXAMINATION 2024**

**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.
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**Question 1**

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

**Question 2**

- a) List ten supply chain risks. **(10 marks)**
- b) Choose any five supply chain 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**

- i) Write brief notes about the growth stage of product life and give relevant examples. **(10 marks)**
- ii) Discuss any three technologies that are reinventing in supply chain management. **(10 marks)**
- iii) Describe how lead time is calculated. **(5 marks)**

#### **Question 5**

Define global logistics supply chain and describe why it is important to different countries. **(25 marks)**