



**The Chartered
Institute of Logistics
and Transport**

INTERNATIONAL DIPLOMA IN LOGISTICS AND TRANSPORT

TRANSPORT OPERATIONS

DIP03

SEPTEMBER EXAMINATION 2024

Instructions to Candidates

- Duration of examination: **3 hours**
- **Answer any FIVE 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

Discuss the application of demand forecasting and capacity planning techniques in transport operations management.

(25 marks)

Question 2

Discuss the importance of performance measurement and continuous improvement in transport operations management.

marks)

(25

Question 3

Design a set of key performance indicators (KPIs) and a framework for monitoring, evaluating, and optimizing the performance of a logistics operation. **(25 marks)**

Question 4

Analyze the impact of sustainability and environmental considerations on transport operations management. **(25 marks)**

Question 5

Analyze the impact of transportation regulations, compliance requirements, and security concerns on the management of logistics operations. **(25 marks)**