



INTERNATIONAL DIPLOMA IN LOGISTICS AND TRANSPORT

MANAGEMENT IN LOGISTICS AND TRANSPORT

DIP01

NOVEMBER 2025 EXAMINATION

Instructions to Candidates

- Duration of examination: **3 HOURS**
 - Answer **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

Using the Kübler-Ross Model, discuss the stages of grief that employees go through when changes are introduced in an organisation. **(25 marks)**

QUESTION 2

In the logistics and supply chain industry, competitive advantage is widely regarded as 'the essential factor for ultimate success'. Discuss the measures you would adopt to create a sustainable competitive advantage for a company within the transport and logistics industry. **(25 marks)**

QUESTION 3

'Recruitment is not an activity which should be taken lightly or undertaken by anyone who does not possess the required skills that will ensure the organisation is enhanced by the new entrant or the newly promoted current employee.' Consider the foregoing statement and justify the recruitment process in an organisation of your choice. **(25 marks)**

QUESTION 4

Discuss the significance of the auditors' report, the balance sheet, and the profit and loss account in monitoring the performance of company directors. **(25 marks)**

QUESTION 5

With particular reference to the logistics and transport business environment, discuss how Michael Porter's 'Five Forces' analysis tool can be used to assess the degree of an industry's competitiveness. **(25 marks)**