higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 3

(11020263)

18 February 2025 (X-paper)
09:00–12:00

This question paper consists of 6 pages.

055Q1S2518

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
FREIGHT LOGISTICS
NQF LEVEL 3
TIME: 3 HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

Copyright reserved

SECTION A

QUESTION 1

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 Air transport relies on harbours to facilitate its transportation.

1.2 Antibiotics and vaccines require strict temperature–controlled cold storage whilst in transit.

1.3 A forklift is used to transport passengers.

1.4 Supply chain depends on the sale, purchase, and distribution of goods to customers.

1.5 When dealing with, or assisting, a difficult customer you must shout louder than them or even refuse to assist them.

1.6 Steel used in the manufacturing of commercial vehicles, rail carriages and ships can be recycled.

1.7 Coastal shipping use ships that operate between the main ports of a country.

1.8 Proximity to ports and highways is one of the key elements you need to consider when selecting a warehouse location.

1.9 Road transport is subdivided into man-driven vehicles, motor driven vehicles and trains.

1.10 The procurement process may include the preparation and processing of an order as the end receipt and approval of payment.

(10 × 1) **[10]**

QUESTION 2

Define the following terms that are predominantly used in the transport and logistics industry. Write only the answer next to the question number (2.1–2.5) in the ANSWER BOOK.

2.1 Moment of truth

2.2 Salvage

2.3 Inter-modal

2.4 Corrosion

2.5 Demand forecasting

(5 × 2) **[10]**

TOTAL SECTION A: 20

QUESTION 3

Read the scenario below and answer the questions that follow:

Deere and company (brand name John Deere) is famed for the manufacture and supply of machinery used in agriculture, construction and forestry, as well as diesel engines and lawn care equipment. In 2014, Deere & company was listed 80th in the fortune 500 America's ranking and was 307th in the 2013 Fortune Global 500 ranking.

Deere and company has a diverse product range, which includes a mix of heavy machinery for the consumer market, and industrial equipment which is made to order. Retail activity is extremely seasonal, with the majority of sales occuring between March and July.

The company replenishes dealer's inventory weekly, using direct shipment and cross docking operations from source warehouses located near Deere and company's manufacturing facilities. This operation was proving too slow, so the company launched an initiative to achieve a 10% supply chain cost reduction within four years. Deere and company also began consolidating shipments and using break-bulk terminals during seasonal peak. The company also increased its use of third-party logistics providers and effectively created a network that could be optimised tactically at any given point in time.

Deere and company's supply chain cost management achievements included an inventory deacrease of $1 billion, a significant reduction in customer delivery lead times (from ten days to five or less) and annual transportation cost savings of around 5%.

[Source: *www.researchgate.net*]

3.1 According to the case study: Deere uses direct shipment and cross docking operations from source warehouses located near it.

Describe FOUR possible consequences of wrong site selection. (4 × 2) (8)

3.2 Discuss THREE pieces of information that may appear as part of handling marks. (3 × 2) (6)

3.3 Outline TWO rules that need to be followed to ensure a safe working environment. (2 × 2) (4)

3.4 Describe FIVE stages of the tender process. (5 × 2) (10)

3.5 Deere and company have made a significant reduction in customer delivery lead times.

Define THREE customer service components. (3 × 2) (6)

3.6 The case study shows that Deere and company produce heavy machinery and industrial equipment, which are made to order.

3.6.1 Which mode of transport is suitable for transporting equipment and machinery inland, without the need for inter-modalism. (1)

3.6.2 Give THREE characteristics of the mode referred to in QUESTION 3.5.1. (3 × 2) (6)

3.6.3 Which specific vehicle would be used to transport the heavy machinery? (1)

[42]

QUESTION 4

4.1 Discuss FIVE information that need to appear on a Bill of lading document. (5 × 2) (10)

4.2 According to the case study: Deere and company are using direct shipment from source warehouses. It is said that this operation was proving too costly and too slow for them.

Mention FIVE warehouse management storage challenges. (5)

4.3 According to the case study Deere and company use to replenish dealers' inventory on weekly basis.

Name THREE purposes of inventory control. (3)

4.4 List FIVE pillars of procurement that Deere and company can refer to when purchasing raw material. (5)

4.5 Name THREE acts regulating packaging, labelling and work areas. (3)

[26]

QUESTION 5

5.1 When Manufacturing machinery of the size manufactured by Deree and company, there is often a large amount of scrap metal that is left behind.

5.1.1 Describe FIVE salvage and scrap disposal methods that Deree can use to dispose of their waste. (5 × 2) (10)

5.1.2 Explain the term *hazardous waste*. (2)

5.2 Discuss consequences of improper inventory control. (5 × 2) (10)

Copyright reserved

5.3	Illustrate FOUR documents used for inventory control.		(4)
5.4	List FOUR order receipt options.		(4)
5.5	Describe FIVE aspects to consider when dealing with customer complaints.	(5 × 2)	(10)
			[40]



QUESTION 6

6.1	List THREE blocking and filling materials.		(3)
6.2	Describe FOUR material handling safety measures.	(4 × 2)	(8)
6.3	Mention FIVE payment options.		(5)
6.4	Name and explain TWO administrative processes to purchase assets and goods.	(2 × 2)	(4)
6.5	Mention TWO inventory type.		(2)
			[22]



TOTAL SECTION B: 130
GRAND TOTAL: 150

Copyright reserved