higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 3

(11020263)

2 December 2024 (X-paper)
09:00–12:00

This question paper consists of 9 pages.

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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.

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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 Pipelines are the most convenient and economical mode of transport for fluids.

1.2 When selecting a warehouse, it is important to consider security. ☆

1.3 Areas such as Isando, Sebenza and Jet Park are in close proximity to Lanseria Airport.

1.4 Lack of inventory control causes disorder and much confusion in the store.

1.5 The procurement process is the process that involves preventative maintenance.

1.6 A customer service policy encourage staff to shout louder than the customer.

1.7 Wear and tear on tyres depend on the type of load carried.

1.8 Air transport is the least used mode of transport for cargo.

1.9 The aim of material handling is to move goods using the shortest distance possible.

1.10 An order always precedes the picking of goods. ☆

(10 × 1) **[10]**

QUESTION 2

Choose a/an term/item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (2.1–2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	Dealing with negative, rude and angry clients	A	vehicle monitoring
2.2	Any substance that can be reduced, re-used and recycled	B	up-cycling
2.3	Wrapping or covering of goods and materials	C	bill of lading
2.4	20% of the inventory items will account for 80% of the sales	D	waste
2.5	Systems designed to ensure that drivers stick to the speed limit, and behave appropriately	E	storage cabinets
2.6	The support that is offered to customers both before and after they buy the product	F	Pareto analysis
2.7	Giving a new, more valuable purpose to an item	G	difficult customers
2.8	These can be fitted with shelves, drawers or a combination of the two	H	inventory
2.9	All items in a store that belong to the company	I	customer service
2.10	The document issued by a transport company to the supplier of goods that must be transported	J	packaging
		K	pipeline

(10 × 1) **[10]**

TOTAL SECTION A: 20

SECTION B

QUESTION 3

3.1 Describe FOUR disadvantages of rail transport. (4 × 2) (8)

3.2 Explain TWO characteristics of pipelines. (2 × 2) (4)

[12]

☆

QUESTION 4

Read the scenario below and answer the questions.

Checkers has an obligation to deliver its products to everybody across South Africa. Over a period of eight months, Checkers has evaluated its operations and incorporated all the necessary changes to decrease inventory shrinkage, increase efficiency and reduce employee turnover.

Checkers supplied a warehouse and distribution strategy that was flexible, responsive and efficient, as well as dedicated and experienced personel to run the facility. Initially their warehouse could not efficiently accommodate its level of value-added services and through-put. Checkers brought in several engeneering expects to integrate a wide range of solutions to move product through the warehouse more efficiently and control expenses.

Checkers created standardised processes that established appropriate inventory levels to ensure the right amount of inventory is held at any one time. Through its warehouse management system, Checkers track inventory levels and guarantees the quality of the sequencing. The warehouse management system provides greater visibility of product location, so associates can quickly locate inventory.

Checkers provides driver training on yearly basis. 'For us, it starts with people,' Moses (the fleet manager) explains. 'We need the driver to be trustworthy and customer-service-oriented.' Moses says that the training encompasses an orientation to Checkers and the customer, along with a rigorous safety course.

[Source: *www.reaserchgate.net*]

4.1 According to the case study, Checkers first Identified the customer and their needs and wants.

Describe FIVE moments of truths in the transport process. ☆ (5 × 2) (10)

4.2 Name FOUR elements of the National Environmental Management Waste Act. (4 × 2) (8)

4.3 The case study states that Checkers established a single point of entry and improved the overall warehouse design to enable greater visibility and reduce opportunities for theft to take place.

Mention FIVE warehouse and storage management challenges. (5 × 1) (5)

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4.4 Checkers created standardised processes that established appropriate inventory levels to ensure the right amount of inventory is held at any one time.

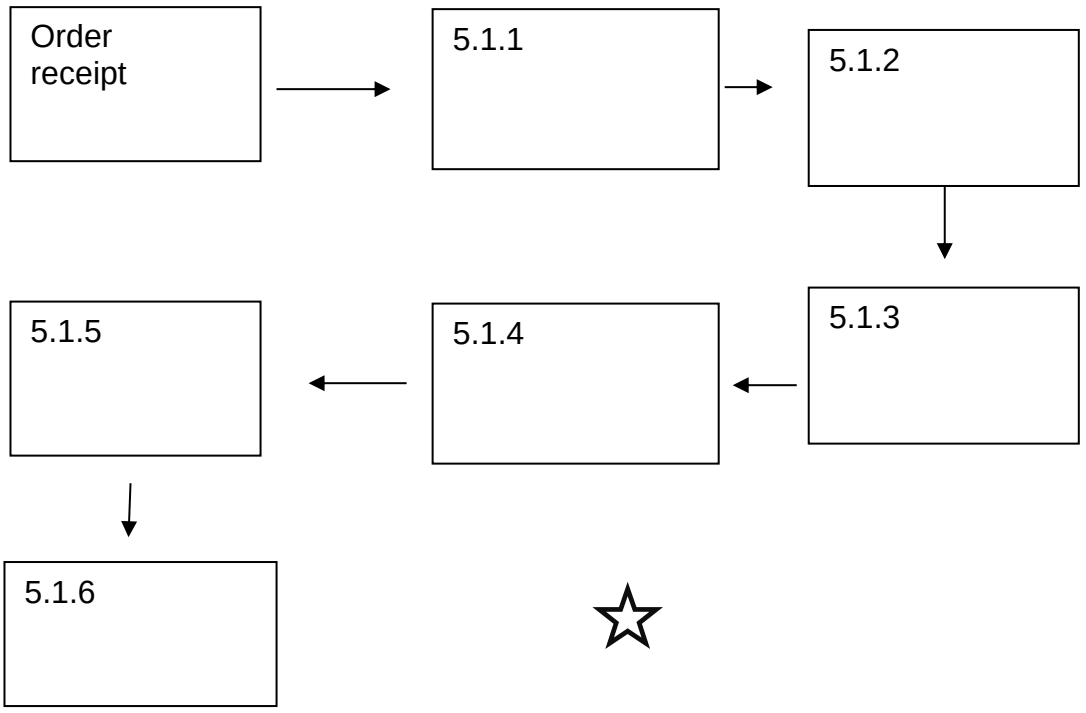
Describe FIVE inventory types. (5 × 2) (10)
[33]

☆

QUESTION 5

5.1 Complete the following diagram showing the process from order receipt to delivery of the order by choosing the correct words from the list below.

Distribution, Invoice, Sales order, Picking, Delivery, Routing



(6 × 2) (12)

5.2 Checkers states that its drivers must be trustworthy and customer service-oriented.

Name and explain THREE principles for dealing with difficullt customers.
(3 × 2) (6)

5.3 Describe FIVE salvage and scrap disposal methods. (5 × 2) (10)

5.4 List FOUR blocking and filling materials. (4 × 1) (4)
[32]

QUESTION 6

6.1 List FOUR items and components for storage of small items. (4 × 1) (4)

6.2 The case study states that Checkers warehouse could not accommodate its level of value-added service and throughput.

Describe FIVE factors that influence the selection of suitable warehouse storage options. (5 × 2) (10)

6.3 Name and explain FIVE material handling safety measures. (5 × 2) (10)

6.4 Describe FOUR payment options. ☆ (4 × 2) (8)

6.5 Give THREE customer service components. (3 × 1) (3)

[35]

QUESTION 7

7.1 Outline TWO return policy documents. (2 × 1) (2)

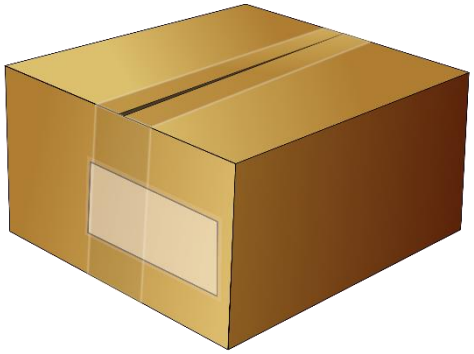
7.2 Identify the following separation and packaging materials:

7.2.1



☆

7.2.2



7.2.3



☆

7.2.4



☆

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7.2.5



☆

(5 × 1) (5)

7.3 Explain THREE administration processes used to purchase assets and goods.

(3 × 2) (6)

7.4 Name TWO methods used for inventory control. (2 × 1) (2)

7.5 Describe ONE type of packaging. (2)

7.6 Name ONE role or aspect of maintenance and support. (1)

[18]

☆

TOTAL SECTION B: 130
GRAND TOTAL: 150

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