higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 3

(7601034)

4 November 2022 (X-paper)
09:00–12:00

This question paper consists of 8 pages.

057Q1N2204

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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 blue or black 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 Land modes of transport include pipeline, rail and road.

1.2 The cost of transporting goods from a warehouse to customers depends on fuel prices and truck maintenance costs.

1.3 Material handling includes packaging or stowing away of goods to be used or transported at a later stage.

1.4 The main objective of the tendering process is to promote corruption.

1.5 For customer service to be effective and successful, it needs to be monitored.

1.6 Environment Conservation Act 73 of 1989 regulates the management of waste tyres.

1.7 The ability to deliver at any site and the flexibility of scheduling, allow rail transport to capture a major chunk of the transport market.

1.8 Diverse labour market is the most pertinent warehouse and storage management challenge.

1.9 Material handling equipment can be categorised as working stock, dead stock and speculative stock.

1.10 The procurement process forms an important aspect of any business, even more so in the case of freight logistics.

(10 × 1) **[10]**

QUESTION 2

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

COLUMN A		COLUMN B	
2.1	The science of preparing units of goods to be transported and ultimately sold	A	purchasing
2.2	Storage of small items	B	paper pads
2.3	Includes services, capital equipment, material and the running of machinery in transport	C	order receipt
2.4	Angry, negative, rude or aggressive people	D	payment options
2.5	Goods returned by the end-user, wholesaler and manufacturer	E	packaging
2.6	Wrapping and filling material	F	inventory adjustment
2.7	No longer holds any sales value for the company	G	dead stock
2.8	Different methods available for settlement of purchases	H	difficult customers
2.9	Allows warehouse management to adapt quantities due to change	I	shelves
2.10	Order acknowledged by the supplier	J	reverse logistics
		K	order options
		L	picking

(10 × 1) **[10]**

TOTAL SECTION A: 20

SECTION B

QUESTION 3

3.1 Describe the characteristics of the following modes of transport

3.1.1 Road (2)

3.1.2 Rail (2)

[4]

QUESTION 4

Read the case study below and answer the questions.

One of the most crucial ingredients in the material handling industry is the safe transportation of packaged goods from origin to destination. Logistics operators in a wide variety of industries need to be confident that their products arrive in the best condition possible to minimise delays and ensure customer satisfaction.

To facilitate the safe transportation of packaged goods, Abzac Romania cardboard accessories are suitable for a wide range of applications. Founded in 1928, Abzac Romania uses its decades of expertise and conducts continuous research to develop specific solutions to each of the industries the company caters for, adjusting its products in the application required.

One of the main staples of Abzac Romania's product offering is the cardboard bracket, which protects and strengthens packages through conferred resistance around their edges. The simple design and robustness of the cardboard brackets allow them to be utilised in a variety of industries, including wood, food, pharmaceutical and aviation.
The company also produces innovative cardboards tubes, which can be used in the paper, plastic, textiles, labels and adhesives or construction industries. They are designed to meet their customers' individual needs, whether that be crush resistant dynamic loading and vibration, radial compression, rigid or malleable materials.

All of the solutions Abzac Romania produces begin as large cardboard coils, delivered to their warehouse in Ploiesti Romania. The company handles between 20 and 25 cardboard coils per day, working in two shifts between 07:00 and 24:00. To maintain its high productivity, Abzac Romania required a material handling solution that could maximise its heavy-duty application. Operator and equipment efficiency were also a key concern, as well as keeping downtime of the material handling equipment at a minimum.

[www.wepack.com]

4.1 Abzac Romania transports the products to their warehouse by road.

Name FOUR advantages of rail transport that Abzac Romania should consider. (4)

4.2 Describe FIVE Acts or organisations that regulate packaging materials for foodstuffs in South Africa. (5 × 2) (10)

4.3 The case study indicates that Abzac Romania required a material handling solution.

Advise Abzac by recommending three inventory control methods and two stock distribution models (according to class). (5 × 2) (10)

4.4 List FOUR order receipt options. (4)

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4.5 Briefly state SIX aspects to bear in mind when dealing with customer complaints. (6 × 2) (12)
[40]

QUESTION 5

5.1 Name and explain FIVE methods for reusing products and equipment. (5 × 2) (10)

5.2 Give FOUR ways to ensure accurate stock levels. (4 × 2) (8)

5.3 Advise Abzac Romania about FIVE types of hazards that often occur in relation to material handling. (5 × 2) (10)

5.4 List FIVE major commodities and goods purchased in the freight logistics industry. (5)

5.5 Abzac Romania has never experienced any challenges as far as their customers are concerned.

Prepare them for future reference by identifying FOUR things they should avoid when dealing with difficult customers. (4 × 2) (8)
[41]

QUESTION 6

6.1 Describe FIVE ways in which used oil can be reused and give the advantages or disadvantages of each. (5 × 2) (10)

6.2 Name FOUR advantages of paper pads. (4)

6.3 Name FIVE aspects of stock management controlled by the card system. (5)

6.4 Discuss FIVE types of information contained in a bill of lading. (5 × 2) (10)
[29]

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QUESTION 7

7.1 Define the concept *moment of truth.* (2)

7.2 Give TWO pieces of legislation that deals with protection of the environment during salvage and scrap disposal operations. (2)

7.3 Describe the FOUR items below that play a role in storage.

7.3.1



7.3.2



7.3.3



7.3.4



(4 × 1) (4)

7.4 Name and explain THREE steps that must be taken in the administration process to purchase assets and goods. (3 × 2) (6)

7.5 Give ONE division that plays a role in maintenance and service support in a freight logistics business. (1)

7.6 State ONE return policy document. (1)

[16]

TOTAL SECTION B: 130
GRAND TOTAL: 150

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