higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 2

(11020252)

8 December 2020 (X-paper)
09:00–12:00

This question paper consists of 6 pages.

417Q1N2008

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TIME: 3 HOURS
MARKS: 100

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 Rail transport is generally expensive.

1.2 Inventory visibility is the ability to know how much inventory is available.

1.3 Disposal can take place through destruction of materials.

1.4 Cycle counting is done when all stock is counted.

1.5 During inspection, quality inspectors check to see that the goods received are in the required condition.

1.6 Vehicles must be overloaded during distribution.

1.7 Offshoring is used when a company outsources functions to a company in another country.

1.8 Fuel is an example of a fixed cost.

1.9 Freight costs are incurred when moving goods.

1.10 The procurement department deals with the purchasing of goods.

(10 × 1) **[10]**

QUESTION 2

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

COLUMN A		COLUMN B	
2.1	Wrapping or covering of goods and materials	A	receiving
2.2	Money that must be paid to buy something	B	sets
2.3	Formerly known as Petronet	C	packaging
2.4	Goods that are packed as several items which will be used together	D	maintenance cost
2.5	Goods arrive at the warehouse and are offloaded	E	fixed capital
2.6	An official distribution document that travels with a shipment	F	kits
2.7	The cost involved in keeping a vehicle in good working condition	G	verbal
2.8	Sum of fixed costs and variable costs	H	cost
2.9	Capital needed to buy fixed assets	I	working capital
2.10	Ability to understand and convey work-related concepts and information	J	waybill
		K	total costs
		L	profit
		M	Transnet pipelines

(10 × 1) **[10]**

TOTAL SECTION A: 20

SECTION B

QUESTION 3

3.1 Define the following terms

3.1.1 Freight logistics.

3.1.2 Outsourcing.

3.1.3 Materials handling.

(3 × 2) (6)

3.2 Write the following acronyms in full.

3.2.1 GDP

3.2.2 BEP

3.2.3 SAA

3.2.4 FIFO

(4 × 1) (4)

3.3 Explain FOUR advantages of rail transport. (4 × 2) (8)

3.4 Differentiate between *transport* and *logistics*. (2 × 3) (6)

[24]

QUESTION 4

4.1 Read the scenario below and answer the questions.

> 'I see' does not mean the same as 'I agree'. Notice that acknowledgement is not the same as agreement. When you truly understand your client's point of view, your own becomes clear. If once cuts off customers before fully hearing their side of the story, that interruption can have disastrous consequences. So, what do you do when a customer is beating you up, hurling lies and insults at you, your organisation and the people you care about?

4.1.1 Define the word Customer (2)

4.1.2 Discuss FOUR ways in which an angry customer can be dealt with.

(4 × 2) (8)

4.2 Name FOUR functions of packaging. (4)

4.3 Give THREE reasons why companies may decide to outsource some of their functions. (3 × 2) (6)

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4.4 Give TWO purposes of inventory auditing. (2 × 2) (4)

4.5 Name FOUR different types of Unit of measurements (4 × 1) (4)

4.6 State THREE reasons why goods may be returned to the warehouse. (4)
[32]

QUESTION 5

5.1 The following is an income statement of KLM Transport Services.
Analyse the income statement and answer the questions:

INCOME STATEMENT OF KLM TRANSPORT SERVICES FOR THE YEAR ENDING 31 DECEMBER 2018

Sales		2 000 000
Cost of sales		500 000
Gross profit		**5.1.1**
Less: Operating expenses		650 000
Salaries	150 000	
Repairs	100 000	
Fuel	250 000	
Consumables	50 000	
Rent	100 000	
Net profit		**5.1.2**

5.1.1 Calculate the gross profit of KLM Transport Services. Show ALL calculations.

5.1.2 Calculate the net profit of KLM Transport Services. Show ALL calculations.

(2 × 2) (4)

5.2 Explain TWO purposes of the income statement. (2 × 2) (4)

5.3 Differentiate between *fixed costs* and *variable costs* (2 x 2) (4)

5.4 Give TWO examples of fixed costs. (2)

5.5 Describe FOUR personality traits required in order to succeed in a career in freight logistics. (4 × 2) (8)

5.6 Explain ONE responsibility of sales and distribution in a freight logistics company. (1 × 2) (2)
[24]

TOTAL SECTION B: 80
GRAND TOTAL: 100

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