higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 3

(11020263)

8 December 2020 (Y-paper)
13:00–16:00

This question paper consists of 7 pages.

419Q1N2008

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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 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 Prepositioned stock is often held in bonded warehouses to ensure quick export.

1.2 Security is one of the factors to consider when selecting a suitable location.

1.3 Establishing a warehouse site in the right location can help keep the transportation costs from the warehouse to the customer high.

1.4 Live storage refers to shelves fitted with wheels or rollers.

1.5 Drawer systems work well when storing big objects.

1.6 Poor road conditions in many areas of South Africa with fewer transportation regulations pose major challenges to warehouse management.

1.7 Theft is one of the warehouse and storage management challenges.

1.8 Areas such as Isando, Sebenza, Jet Park and Spartan are all near Cape Town International Airport.

1.9 Warehouse managers must supply answers to questions about stock levels and the accuracy of the data.

1.10 Packaging is often described as the science of preparing units of goods to be transported and ultimately be sold.

(10 × 1) **[10]**

QUESTION 2

Complete the following sentences by choosing a word or words from the list below. Write only the answer next to the question number (2.1–2.10) in the ANSWER BOOK.

sophisticated; forks; hoists; cranes; counterbalance forklift; containers; tugs and tractors; warehouses; conveyer belt; order-picking trolleys

2.1 A … is designed in such a way that the load which is raised on the side of the truck is counterbalanced.

2.2 Pallet trucks are the most common pieces of equipment used in … for moving pallets quickly.

2.3 Stacker trucks have cabs that can be lifted with … to allow operators to see where they are working.

2.4 Equipment used for the manual movement of goods include …

2.5 … are used for moving heavy loads over shorter distances.

2.6 Straddle carriers are special mobile cranes developed for moving …

2.7 A … is used for holding material as a short-term buffer or when goods must be sorted.

2.8 Robotic and automated material-handling systems are more … and expensive systems found in some warehousing applications.

2.9 … are used to move loads over longer horizontal distances.

2.10 … are used to raise or lower goods using a hook and chain or wire rope mechanism.

(10 × 1) **[10]**

TOTAL SECTION A: 20

SECTION B

QUESTION 3

Name and explain FIVE modes of transport. (5 × 2) **[10]**

QUESTION 4

4.1 Give the SEVEN main factors affecting plant and warehouse selection. (7)

4.2 Explain FOUR consequences of wrong site selection. (4 × 2) (8)

4.3 List FIVE warehouse and storage management challenges pertinent in the South African context. (5)
[20]

QUESTION 5

5.1 List 10 items and components for storage. (10)

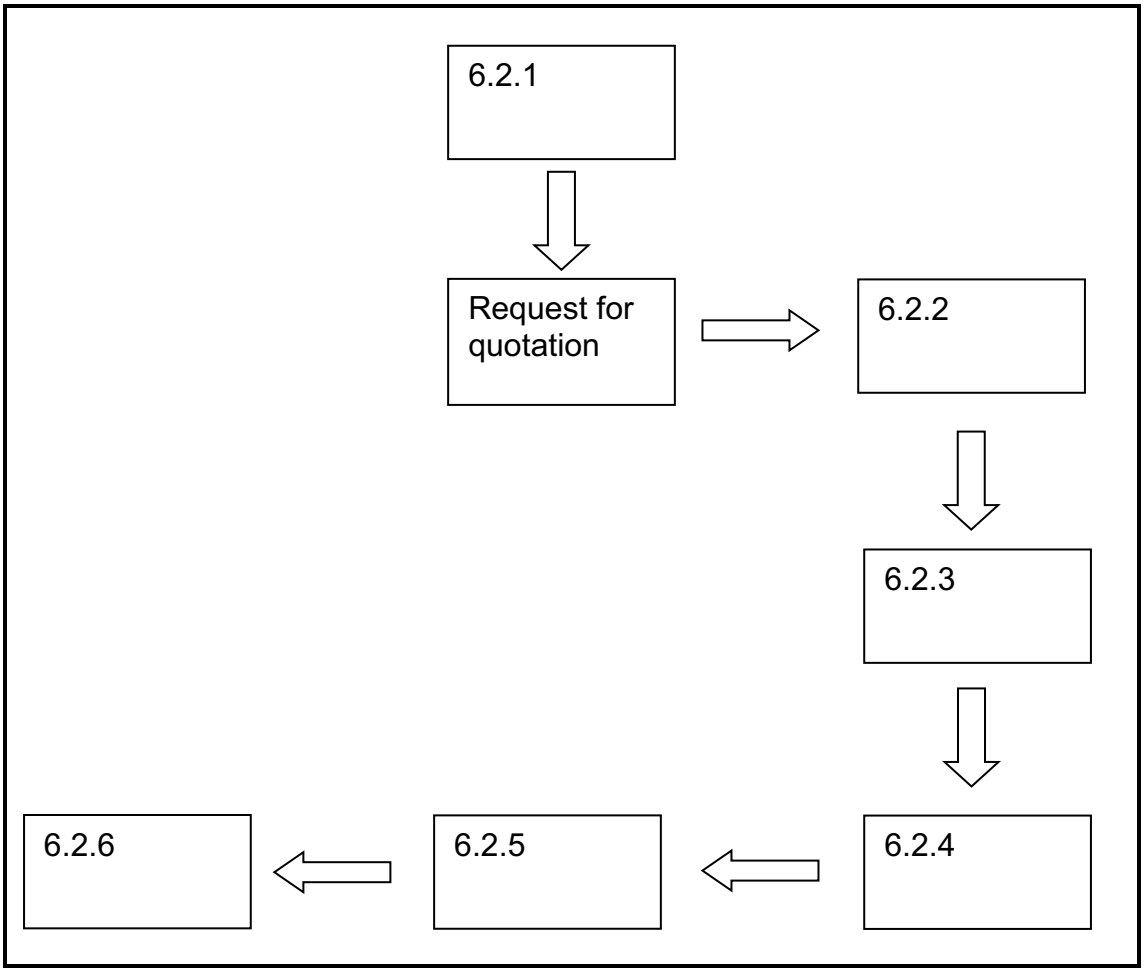
5.2 Name and explain FIVE consequences of improper inventory control. (5 × 2) (10)
[20]

QUESTION 6

6.1 List the FOUR processes of the procurement function. (4 × 2) (8)

6.2 Complete the following diagram showing the administration process to purchase assets and goods by choosing a word or words from the list below. Write only the answer next to the question number (6.2.1–6.2.6) in the ANSWER BOOK.

contract; delivery and goods received note; invitation to tender; purchase order; invoice and remittance advice; requisition or specification



(6 × 2) (12)

6.3 List 10 commodities and goods purchased in the freight logistics industry. (10)
[30]

QUESTION 7

7.1 State SIX aspects to keep in mind when dealing with customer complaints. (6 × 2) (12)

7.2 Explain FOUR fundamental principles for dealing with difficult customers. (4 × 3) (12)

7.3 Name ONE service support required by clients or customers. (1)
[25]

QUESTION 8

8.1 Name and explain SIX salvage and scrap disposal methods. (6 × 2) (12)

8.2 Name and explain SIX key elements of a handling of returned goods policy. (6 × 2) (12)

8.3 Name ONE handling of returned goods document in line with policy requirements. (1)
[25]

TOTAL SECTION B: 130
GRAND TOTAL: 150

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