higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 3

(11020263)

7 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 7 pages.

NCV

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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. Write neatly and legibly.

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SECTION A

QUESTION 1

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

1.1 It is good practice to apologise to customers for any inconvenience a business has caused them.

1.2 Boats and steamers used to carry goods and passengers on rivers and canal routes.

1.3 Inventory control helps to keep very high levels of stock at all times.

1.4 Cement may be pumped through a pipeline.

1.5 Recycling ensures that the environment is littered with unsightly waste material.

1.6 The BEE status of a supplier is not important in the freight logistics industry.

1.7 Vaccines must be transported at room temperature.

1.8 Rain-damaged goods cannot be salvaged.

1.9 An exporter may keep control of goods until payment is received.

1.10 Distribution is the movement of people or goods by means of different transport modes.

(10 × 1) **[10]**

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QUESTION 2

Choose an item from COLUMN B that best 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	Most convenient for moving fluids.	A	external customer
2.2	Bidvest, Imperial, Vector	B	palletising
2.3	Allocating parts of the business process to an external service provider	C	Pipeline Transport
		D	key industry players
2.4	Connects two places on a hill	E	Hazardous waste
2.5	Protects the rights of the customer	F	Consumer Protection Act
2.6	An effective way to consolidate goods to be moved or stored	G	conveyer
2.7	Goods are moved on a specific fixed route	H	Ropeway
2.8	Any waste that contain organic or inorganic elements or compound.	I	reactive maintenance
		J	preventative maintenance
2.9	Maintenance carried out once a component has failed	K	outsourcing
2.10	People from outside a company who pay for goods or services		

(10 × 1) **[10]**

TOTAL SECTION A: 20

SECTION B

QUESTION 3

3.1 There are various reasons why one would select a particular mode of Transport when moving their cargo.

3.1.1 Name THREE disadvantages of Transporting your goods with Air Transport. (3 × 2) (6)

3.1.2 Name TWO Advantages of Transporting goods with water transport. (2 × 2) (4)

3.2 List FIVE types of inventory (5 × 1) (5)

3.3 Identify FIVE material handling safety measures. (5 × 2) (10)
[25]

QUESTION 4

4.1 List THREE types of materials used for primary packaging. (3)

4.2 Briefly explain how the following types of freight are restrained during transportation:

4.2.1 Packs and Palllets

4.2.2 Rolls and drums (2 × 2) (4)

4.3 List FOUR types of filling material used in industrial packaging. (4)

4.4 Give THREE examples of products that are protected using moulded pulp. (3)

4.5 Give THREE reasons why it is important to label packages. (3 × 1) (3)

4.6 Give TWO examples of important information found on packaging. (2 × 2) (4)

4.7 Briefly State FOUR features of demand forecast.
(4 × 1) (4)
[25]

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QUESTION 5

5.1 Give THREE possible uses of powered trucks in a warehouse. (3 × 2) (6)

5.2 List FOUR storage options for small items in a warehouse. (4 × 1) (4)

5.3 Name THREE demand forecasting techniques. (3 × 1) (3)

5.4 There are a variety of payment options to pay for goods on order.

Name TWO of the above mentioned options. (2 × 1) (2)

[15]

QUESTION 6

6.1 Suggest ONE vendor for each of the following goods/services:

6.1.1 Oil

6.1.2 Tyres

6.1.3 Vehicle tracking system

6.1.4 Domestic airways

6.1.5 Courier services (5 × 1) (5)

6.2 Briefly describe the following steps in order processing:

6.2.1 Routing

6.2.2 Picking

6.2.3 Distribution (3 × 2) (6)

6.3 List FOUR ways in which orders may be received. (4)

6.4 Give TWO purposes of an invoice. (2 × 2) (4)

6.5 List FOUR other documents (excluding an invoice) used in the order cycle. (4)

[23]

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QUESTION 7

7.1 Briefly describe ONE role of each of the following departments within the Freight Logistics environment:

7.1.1 Finance

7.1.2 Human resources

7.1.3 Health and safety

7.1.4 Information technology

(4 × 2) (8)

7.2 Discuss at least FIVE elements that transport providers rely on information systems for. (5 × 1) (5)

7.3 Give THREE reasons why a company should maintain after-sales service. (3 × 2) (6)

7.4 What does the acronym 'OHSA' stand for? (1)

7.5 Name TWO pieces of legislation that minimise negative environmental impact such as waste disposal and scrap activities in South Africa. (2 × 1) (2)

[22]

QUESTION 8

8.1 Explain the following methods of salvage and scrap disposal:

8.1.1 Reuse centres

8.1.2 Remanufacturing

8.1.3 Refilling programmes

8.1.4 Repurposing

(4 × 2) (8)

8.2 Describe FOUR key elements of 'returned-goods handling' policy. (4 × 2) (8)

8.3 Name TWO factors to be considered when developing a returned goods policy. (2 × 1) (2)

8.4 Define the concept of moment of truth. (2)

[20]

TOTAL SECTION B: 130
GRAND TOTAL: 150

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