higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 3

(11020263)

12 November 2019 (X-Paper)
09:00–12:00

This question paper consists of 6 pages.

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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 BLUE or BLACK ink.
6. 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 Packaging techniques refer to the restraint of different types of cargo when transported by pipeline.

1.2 Manual handling equipment is still widely used in many warehouses across South Africa.

1.3 Several loading docks are required for selecting suitable warehousing space.

1.4 Moment of truth is the lasting connection between a customer and service provider.

1.5 Purchasing relates to an out-of-stock situation that can damage a business's reputation.

1.6 Dead stock is stock that no longer holds any sales value for the company.

1.7 The requirements for packaging and working area differ widely from industry to industry.

1.8 Mobile shelves are mounted on mobile platforms.

1.9 Difficult customers can be identified as those who are rude, angry and always complaining.

1.10 If the customer lodges a complaint, follow your complaint handling policy.

(10 × 1) **[10]**

QUESTION 2

Complete the following sentences by using the words provided in the list below. Write only the word(s) next to the question number (2.1–2.10) in the ANSWER BOOK.

inventories; consequences; product; salvage; hamper; packaged; logistics; packing; specification; scrap

2.1 To … items entails saving them from total destruction and using them again.

2.2 … refers to discarded waste material.

2.3 Wrong site selection will … business success for a very long time after the warehouse has been established.

2.4 Wrong site selection has many …

2.5 The way goods and material are … can also make it easier to handle and transport them.

2.6 Transportation is one of the most important factors in the … of a business.

2.7 In-transit … are goods that are in the process of being transported to the customer.

2.8 The … is the most important part of any tender document.

2.9 An order always precedes the … of goods.

2.10 Repurposing is a salvage method that entails using a … for a completely new purpose.

(10 × 1) **[10]**

TOTAL SECTION A: 20

SECTION B

QUESTION 3

3.1 State FOUR advantages of air transport. (4 × 2) (8)

3.2 Name TWO items that may transported by pipeline. (2)

[10]

QUESTION 4

4.1 Describe FIVE warehouse and storage management challenges in South Africa. (5 × 2) (10)

4.2 List SIX packaging techniques used in transporting freight. (6 × 2) (12)

4.3 Describe one challenge pertaining to warehouse management and the storage of goods. (1)

[23]

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QUESTION 5

5.1 Define the concept of demand forecasting. (3)

5.2 Briefly describe the following TWO methods:

5.2.1 Pareto analysis

5.2.2 ABC classification

(2 × 3) (6)

5.3 Name FIVE categories of material handling. (5 × 2) (10)

5.4 Name SEVEN consequences of improper inventory control. (7)

[26]

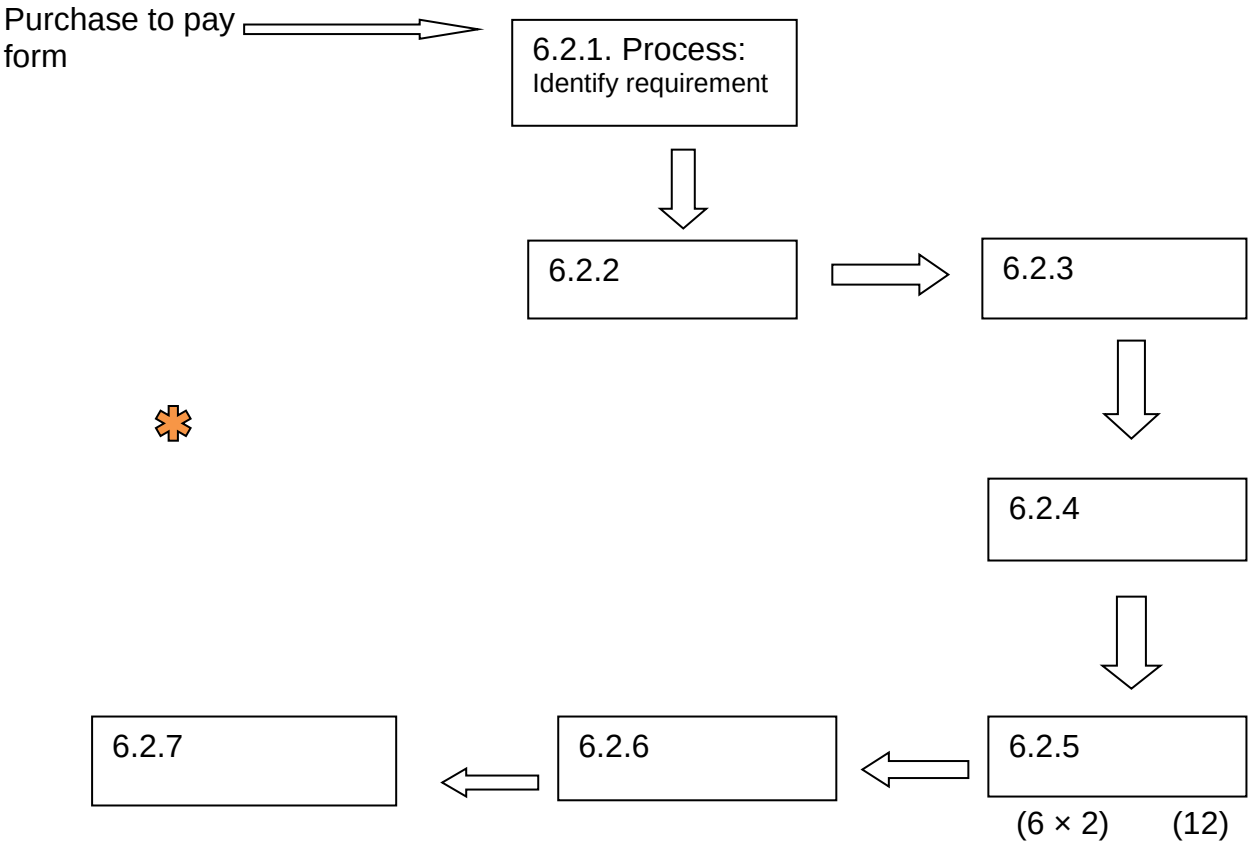
QUESTION 6

6.1 Give FIVE payment options and explain each in detail. (5 × 2) (10)

6.2 Purchase to pay form.

Carefully study the following diagram and, using the information provided in the box below, fill in the missing processes. Write only the word(s) next to the question number (6.2.2–6.2.7) in the answer book. Please note: 6.2.1 has already been completed.

receive goods; pay the supplier; negotiate and formalise agreement; obtain quotes; assess offers; place order



(6 × 2) (12)

6.3 List ALL order receipt options. (5 × 1) (5)
[27]

QUESTION 7

7.1 Explain and define SIX aspects when dealing with customer complaints. (6 × 2) (12)

7.2 Explain the service support required by clients. (3 × 2) (6)

7.3 Define TWO main aspects of maintenance and service support as far as vehicles are concerned. (2 × 2) (4)
[22]

QUESTION 8

8.1 Describe and explain SEVEN main salvage and scrap disposal methods. (7 × 2) (14)

8.2 Explain FOUR criteria and legislative framework for protecting the environment during salvage and scrap disposal operations, and give a few advantages of salvaging or recycling. (4 × 2) (8)
[22]

TOTAL SECTION B: 130
GRAND TOTAL: 150

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