higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 4

(11020274)

8 November 2018 (Y-Paper)
13:00–16:00

This question paper consists of 7 pages.

NCV

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 (1.1–1.5) in the ANSWER BOOK.

1.1 A customer interview is used to ask customers specific questions about their impression of the company

1.2 Standard bidding documents for tenders are issued by the National Treasurer.

1.3 A bank loan is an expense.

1.4 From the customer's perspective, logistics management is mostly defined in terms of the four Rs.

1.5 Petronet operates the pipeline network in South Africa.

(5 × 1) **[5]**

QUESTION 2

Complete the following sentences by using the words in the list below. Write only the word or words next to the question number (2.1–2.5) in the ANSWER BOOK.

integration; corruption; truth; aviation; net profit

2.1 An income and expenditure statement shows the … of a business.

2.2 An interaction with a customer that can leave a lasting impression is known as a moment of …

2.3 The lack of … among role players results in time and cost differences in the freight logistics environment.

2.4 … policies are divided into domestic and international policies.

2.5 One of the biggest challenges facing the public tendering system is …

(5 × 1) **[5]**

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QUESTION 3

Choose a word(s) from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (3.1–3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	An offer to do work or supply goods at a fixed price	A	outbound logistics
3.2	Physical distribution of finished goods to customers	B	node
3.3	A group of similar businesses in a particular area	C	cluster
3.4	They develop and maintain commercial airport infrastructure in South Africa	D	tender
3.5	A point that connects different transport modes	E	inbound Logistics
		F	ACSA

(5 × 1) **[5]**

QUESTION 4

Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (4.1–4.5) in the ANSWER BOOK.

4.1 BEE stands for …

A Business Equity Environments.
B Black Economic Equity.
C Black Economic Empowerment.
D Black Equity Empowerment.

4.2 This is not a major fuel company:

A BHP Billiton
B BP
C Total
D Sasol

4.3 This is the preferred mode to transport vaccinations from Johannesburg to Cape Town:

A Pipeline
B Rail
C Sea
D Air

4.4 Sponsorships are examples of fixed…

A Storage costs.
B Service level cost.
C Order processing cost.
D Acquisition cost.

4.5 Material handling does not include this activity:

A Inspection
B Binning and kitting
C Transportation
D Picking

(5 × 1) **[5]**

TOTAL SECTION A: [20]

SECTION B

QUESTION 5

A sustainable and well-regulated transport system:

- Allows for the basic access and developmental needs of people to be met safely and consistently.
- It ensures that transport is affordable, operates fairly and efficiently, offers a choice of transport mode, supports a competitive economy
- While limiting emissions and waste

This are some of the aims that can be achieved.

(Monnet & Le Net 2001)

5.1 Explain the following pieces of legislation that currently impact the transport industry in South Africa.

5.1.1 National Land Transport Act (Act no 5 of 2009)

5.1.2 Maritime Traffic Act (Act no 2 of 1981)

5.1.3 Civil Aviation Act (Act no 13 of 2009)

(3 × 2) (6)

5.2 List FOUR important policy documents currently impacting on the transport industry in South Africa. (4 × 1) (4)

5.3 The transport industry must comply with the Occupational Health and Safety Act.

5.3.1 According to OHSA, what are the TWO responsibilities that employers and workers share? (2 × 2) (4)

5.3.2 Describe THREE activities that need to be included in safety management. (3 × 2) (6)

5.4 Name THREE aims of the government procurement process. (3 × 2) (6)

Both in terms of the investment and consumption, public sector procurement is an important aspect of any country's macro economy. This is also the case in South Africa where public sector procurement can be used as a tool to achieve economic ideals, including certain socio-economic objective.

Governments and large institutions use the tendering process to invite bids for large projects. Most institutions have a well-defined tender process, as well as processes to govern the opening, evaluation and final selection of the vendors. This ensures that the selection process is fair and transparent.

[Adapted from: *Freight logistics level 4 learners guide 2014*]

5.5 5.5.1 Recommend at least FIVE important aspects to consider when compiling a tender. (5 × 2) (10)

5.5.2 State the TWO point base systems used when awarding a tender in terms of PPPFA. (2 × 2) (4)

5.6 Briefly discuss TWO operational challenges facing the South African Rail Freight Industry. (2 × 2) (4)

[44]

QUESTION 6

6.1 Explain FOUR benefits of co-operative management in an integrated supply chain. (4 × 2) (8)

6.2 Rearrange the following role players to represent the correct sequence in a supply chain. (4 × 1) (4)

consumer; wholesaler; manufacturer; retailer.

6.3 Briefly explain the TWO approaches that enhanced the use of an integrated logistics management.

6.3.1 TQM (Total quality management)

6.3.2 VCA (Value chain analysis)

(2 × 2) (4)

6.4 List FOUR examples of transport costs. (4 × 1) (4)

[20]

QUESTION 7

7.1 Name FIVE external factors that impact on the profitability of a business. (5)

7.2 Discuss THREE ways to increase profits. (3 × 2) (6)

7.3 Suggest THREE functions that may be outsourced in a transport company. (3)

7.4 Explain THREE advantages of outsourcing. (3 × 2) (6)

[20]

QUESTION 8

8.1 Name any FOUR of South Africa commercial maritime ports of entry. (4)

8.2 Identify whether the following commodities are imported or exported in South Africa?

8.2.1 Fuel

8.2.2 Gold

8.2.3 Chromium

8.2.4 Electronics

(4 × 1) (4)

8.3 Briefly describe the following management plans:

8.3.1 Strategic management plan

8.3.2 Tactical management plan

8.3.3 Operational management plan

(3 × 2) (6)

8.4 State FIVE key processes/functions that are performed in most distribution companies. (5 × 1) (5)

8.5 Discuss FOUR reasons why freight logistics companies install tracking systems in their vehicles.

(4 × 2) (8)

8.6 Draw a typical hierarchy of customer service. (5)

8.7 Explain FOUR factors that affect the price of imported goods. (4 × 2) (8)

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8.8 Explain the following Batho – pele principles

8.8.1 Consultation

8.8.2 Openness and transparency

8.8.3 Value for money

(3 × 2) (6)
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TOTAL SECTION B: 130
GRAND TOTAL: 150

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