

**BINDURA UNIVERSITY OF SCIENCE EDUCATION**

**FACULTY OF COMMERCE**

**DEPARTMENT OF ECONOMICS**

**PROGRAMME: BCOMM HONOURS DEGREE IN PURCHASING AND SUPPLY**

**SCM 102: INTRODUCTION TO TRANSPORT AND LOGISTICS (3)**

**DURATION: 3 HOURS**

**JUN 2023**

**INSTRUCTIONS:**

- 1) Answer four questions.
- 2) Each question carries 25 marks.
- 3) Cell-phones are not allowed into the examination room.

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**QUESTION 1**

Evaluate the best two methods of managing the customer responses to services rendered through logistics and transport of any organisation of choice in Zimbabwe. **(25 marks)**

**QUESTION 2**

Explain any of the following two concepts:

- (a) Distribution management
- (b) Cargo
- (c) Bonded warehouse
- (d) Fleet management

**(4X5=25 marks)**

**QUESTION 3**

Explain the concepts of Supply chain management and the importance of growth of any Transport company in Zimbabwe. **(25 marks)**

**QUESTION 4**

Explain any three modes of transport that are being used by any participants in the global logistics and transport industry. **(25 marks)**

**QUESTION 5**

“The organization layout has a positive effect on smooth flow operations within the logistics function in any firm.” Discuss **(25marks)**

**QUESTION 6**

Evaluate any five roles that are implemented by the stakeholders in the transport sector, use practical examples. **(25 marks)**

**END OF PAPER**