

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF ECONOMICS

PROGRAMME: BCOMM HONOURS DEGREE IN SUPPLY CHAIN MANAGEMENT

SCM 102 PRINCIPLES OF TRANSPORT AND LOGISTICS (3)

DURATION: 3 HOURS

NOV 2024

INSTRUCTIONS:

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

QUESTION 1

Explain the concept of Total Quality Management in the importance of growth of any Transport company in Zimbabwe.

(25 marks)

QUESTION 2

Explain the need of managing **the customer responses** on services rendered through logistics and transport. Use practical examples.

(25 marks)

QUESTION 3

Explain the following concepts;

- | | |
|-------------------------|-----|
| a) Inventory management | (8) |
| b) Scheduling | (8) |

EX001

c) Bonded warehousing

(9)

(25 marks)

QUESTION 4

Evaluate any three modes of transport that are implemented in today' supply chain.

(25 marks)

QUESTION 5

Evaluate any four logistical activities implemented in the warehouse in order to minimise pilferage.

(25 marks)

QUESTION 6

“Containerisation of perishable products is less adaptable in Zimbabwe.” Discuss.

(25 marks)

END OF PAPER