

2909/201
LOGISTICS AND PHYSICAL
DISTRIBUTION
November 2022
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN ROAD TRANSPORT MANAGEMENT

MODULE II

LOGISTICS AND PHYSICAL DISTRIBUTION

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of SEVEN questions.
Answer any FIVE questions in the answer booklet provided.
All questions carry equal marks.
Candidates should answer the questions in English.*

This paper consists of 2 printed pages.

Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.

1. (a) Explain six ways in which the inventory control function may cause inefficiencies in the production function of an organization. (12 marks)
- (b) The carriers' consignment note is one of the documents that facilitates transportation of goods. Outline the importance of this document. (8 marks)
2. (a) The management of a port has declined to accept goods delivered for export on the account of packaging. Outline five aspects of the packaging that may have led to such action by the port. (10 marks)
- (b) A freight firm has in the recent past been experiencing poor communication with clients in its physical distribution systems. Explain five measures that the firm should take to resolve this problem. (10 marks)
3. (a) There have been increased customer complaints about delays in issuance of goods from the warehouse of a certain company. Explain five reasons that may account for such delays. (10 marks)
- (b) Delighting customers is one of the objectives of customer service in a distribution firm. Outline five ways in which this objective may be achieved. (10 marks)
4. (a) A recent audit report shows that there is low utilization rate of transport vehicles in a freight company. Explain five negative effects of this situation to the company. (10 marks)
- (b) Distribution agents are one category of intermediaries that constitute the indirect channel of distribution. Outline five roles played by the agents. (10 marks)
5. (a) A certain manufacturing firm has decided to adopt the integrated logistics system in its operations. Explain six advantages to the firm of making this decision. (12 marks)
- (b) Warehousing function is one of the components which constitute the physical distribution system. Outline four roles that this component plays in the system. (8 marks)
6. (a) Outline five features of a logistical management system of an organization. (10 marks)
- (b) Many transport companies have adopted the unit load technique when handling their clients goods. Explain five advantages of adopting this technique. (10 marks)
7. (a) A shipping company is expected to maintain an efficient inventory control system in its operations. Explain five disadvantages that may arise if the company fails to maintain such a system. (10 marks)
- (b) Outline five reasons that make marine transport to be the preferred mode of transport by shipping companies. (10 marks)

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