

041605T4SCM

SUPPLY CHAIN MANAGEMENT LEVEL 5

BUS/OS/SC/CR/03/5/B

Distribute Stored Goods

March/April 2025



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

**WRITTEN ASSESSMENT
Time: 3 HOURS**

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**.
2. Attempt **ALL** questions in section A.
3. Attempt question **ELEVEN** (11) and any other **TWO** (2) questions in section B.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate Attempt booklet
6. Do not write on the question paper

This paper consists of FOUR (4) printed pages
Candidates should check the question paper to ascertain that all
pages are printed as indicated and that no questions are missing.

SECTION A (40 MARKS)

Attempt ALL the questions in this section.

1. Halima a retail phone seller at Mache town wants to expand her importing business. State FOUR channels of distributing imported goods she may use. (4 Marks)
2. Middlemen are critical personnel in the distribution channel. Name FOUR roles of middlemen in the distribution chain. (4 Marks)
3. Kabaka a flower producer in Chaka town prefers to deliver flowers to its customers personally instead of using third parties. List FOUR circumstances under which a producer would sell directly to customers. (4 Marks)
4. Direct distribution sets a clear route for delivery of items to customers. Name FOUR main personnel that can you involve in the indirect distribution channel. (4 Marks)
5. System tracking on distribution of goods is a trend that has been adopted by many organizations in their operations. List FOUR examples tracking systems that can be used in an organization vehicles. (4 Marks)
6. Geographical Position System is and a unique staff supervision technique that ensures reduction in delivery delays in an organization. State FOUR advantages of using the geographical position system as a method of staff supervision. (4 Marks)
7. A good distribution contains different attributes for it be effective. Name FOUR features of a good distribution channel. (4 Marks)
8. Tatu, a customer at Zion Online Shopping, has given a good review on the delivery of a product she purchased. List FOUR key indicators that demonstrate a good delivery experience for the customer. (4 Marks)
9. Delivery of items to customers are mainly determined by the choice of transport an individual may use. State FOUR considerations in choosing means of transport. (4 Marks)
10. Koku company is transporting highly flammable items to Kaku market have adhered strictly to occupation safety and health standards. Name FOUR safety measures they may consider when transporting flammable goods. (4 Marks)

SECTION B (60 MARKS)

Attempt question (ELEVEN) 11 and any other (TWO) 2 questions in this section.

Read the Following Case Study and Attempt Question 11(Eleven).

11. Chakaya limited a small logistics company at Mavuno town center, operates a fleet of 10 delivery vehicles across counties and have embraced the use of e-tracking system for monitoring and coordination to enhance effectiveness and efficiency in its operation activities. In addition, it has prioritized meeting customer needs and expectations in transportation of goods in order to meet just in time delivery and minimization operational costs however, concerns have been raised by customers over poor delivery and long delivery delays.
- a) Discuss FIVE reasons that may have caused the slow delivery of the goods to the customers by Chakaya Limited. (10 Marks)
 - b) Explain FIVE reasons why Chakaya limited may have adopted e-tracking system in its logistics operations. (10 Marks)
- 12.
- a) Kwetu logistics is sources its materials from both local and global suppliers. Discuss FIVE documents that can be used in transportations of their goods. (10 Marks)
 - b) Mary prefers using flights as a means of transport for her daily movement schedules while attending business summits. Explain FIVE merits of using air medium as a means of transport. (10 Marks)
- 13.
- a) A channel is a pathway by which goods and services flow to reach the potential customers within a given industry. Discuss FIVE factors considered before selecting a distribution channel. (10 Marks)
 - b) Customer location is a key aspect when delivering raw materials and services, which plays an important role towards customer satisfaction. Discuss FIVE ways of identifying location of prospective customer. (10 Marks)
- 14.
- a) Fleet management is an effective way of coordinating and monitoring goods while on transit. Explain FIVE advantages an organization may accrue from embracing fleet management in its operations. (10 Marks)

- b) Joka courier has been disqualified by the national transport safety authority from operating as a transportation agent. Discuss FIVE circumstances under which a carrier shall not operate a commercial vehicle. (10 Marks)