

**FEDERAL UNIVERSITY OF TECHNOLOGY, OWERRI  
SCHOOL OF MANAGEMENT TECHNOLOGY  
DEPARTMENT OF TRANSPORT MANAGEMENT TECHNOLOGY  
2013/2014 RAIN SEMESTER EXAMINATIONS  
TRP 510: LOGISTICS II,**

**DATE: 25<sup>TH</sup> SEPTEMBER, 2014      TIME: 9AM - 12 NOON**

**INSTRUCTION: ANSWER ANY FOUR QUESTIONS**

**QUESTION ONE**

- a. Define the term 'Benchmarking'
- b. Describe the issues to be noted in benchmarking partners.
- c. Discuss the steps involved in a successful benchmarking exercise.

**QUESTION TWO**

'The traffic department influences over 50% of the average firms logistics cost', discuss the responsibilities of the Traffic Department in a firm.

**QUESTION THREE**

- a. Discuss the major types of transport documentation involved in local/international transportation and show the usefulness of each document.
- b. Why do quality efforts fail?

**QUESTION FOUR**

- a. Discuss Total Quality Management.
- b. In manufacturing process, quality is viewed in terms of different competitive dimensions. Discuss.

**QUESTION FIVE**

- a. Discuss the term "Quality Concept".
- b. According to Juran (1992), a structured process should be used in ensuring a successful total quality in an organization. Discuss.

**QUESTION SIX**

Discuss the following;

- a. Customer Satisfaction
- b. Customer Perception
- c. Customer Expectation
- d. Total Quality Control
- e. Quality Assurance
- f. Logistics Value

