



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

Course Code & Name : **LSC2413 Warehouse Management**

Semester & Year : May – August 2022

Lecturer/Examiner : Wan Ahmad Asrar Nik @ Wan Yahya

Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

- This question paper consists of 2 parts:
PART A (60 marks) : FOUR (4) short answer questions. Answers are to be written in the Answer Booklet provided.
PART B (40 marks) : TWO (2) essay questions. Answers are to be written in the Answer Booklet provided.
- Candidates are not allowed to bring any unauthorised materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
- This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
- Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple-choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

Total Number of pages = 3 (Including the cover page)

PART A
INSTRUCTION (S)

: SHORT ANSWER QUESTIONS (60 MARKS)

: Answer all **FOUR (4)** short answer questions.

Write your answers in the Answer Booklet (s) provided.

Question 1

- a. Define warehouse management. (1 mark)
- b. Describe the followings:
 - i. **FOUR (4)** aspects of strategic role of warehouse management. (8 marks)
 - ii. **THREE (3)** importance of warehouse in the supply chain. (6 marks)

[Total: 15 marks]

Question 2

- a. Define storage. (1 mark)
- b. Explain material handling. (5 marks)
- c. Describe **THREE (3)** value adding services provided by a warehouse. (6 marks)
- d. State **THREE (3)** ways a warehouse recaptures the value of returned products. (3 marks)

[Total: 15 marks]

Question 3

- a. Describe **THREE (3)** layout design considerations. (6 marks)
- b. Explain Just-in Time (JIT) storage system. (5 marks)
- c. State **TWO (2)** features of good handling equipment. (2 marks)
- d. Provide **TWO (2)** examples of handling truck. (2 marks)

[Total: 15 marks]

Question 4

- a. Define warehouse safety. (1 mark)
- b. Describe **FOUR (4)** types of warehouse safety cues. (8 marks)
- c. Explain how warehouse risk assessment plan can be created. (5 marks)
- d. Provide **ONE (1)** threat to products stored in a warehouse. (1 mark)

[Total: 15 marks]

END OF PART A

PART B
INSTRUCTION (S)

: ESSAY QUESTIONS (40 MARKS)

: Answer all **TWO (2)** essay questions.

Write your answers in the Answer Booklet (s) provided.

Question 1

Company XYZ is an e-commerce company selling Mercedes auto parts in Sungai Buloh, and it does not have a physical shop to deal with customers. It rents two shop lots as storage and order fulfilment centre. The area of the combined shop lots is 5000 square feet. Every day the warehouse receives new stocks which are to be unbox and repack before putting them away. Orders received also need to be repack in the same warehouse.

- a. Demonstrate how the company uses the **THREE (3)** types of packaging to ship orders, and provide **ONE (1)** example for each type used. (9 marks)
- b. Describe **TWO (2)** carton labelling requirement for domestic shipments. (8 marks)
- c. State **THREE (3)** packing rules that must be complied before items are put into boxes or carton. (3 marks)

[Total: 20 marks]

Question 2

Warehouse automation works by using software and technology like robotics and sensors to automate task. As a logistics technology consultant, you are going to advise Company XYZ about the latest warehouse automation. Before you advise the company, examine:

- a. **FOUR (4)** warehouse automation categories. (12 marks)
- b. **FOUR (4)** types of warehouse automation technology. (8 marks)

[Total: 20 marks]

END OF EXAM PAPER