

**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 : September – December 2021
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) : FIFTEEN (15) short answer questions. Answers are to be written in the Answer Booklet provided.
PART B (40 marks) : FOUR (4) essay question. 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

: SHORT ANSWER QUESTIONS (60 MARKS)

INSTRUCTION (S)

: Answer all **FIFTEEN (15)** short answer questions.

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

1. Define warehouse management. (1 mark)
2. State **SIX (6)** functions of warehouse. (6 marks)
3. Identify **THREE (3)** value added services provided by a warehouse. (3 marks)
4. Give **FIVE (5)** examples of sub-assembly activities that can be performed by a warehouse. (5 marks)
5. Briefly explain cross docking. (5 marks)
6. State **SIX (6)** types of goods that can be managed in a warehouse. (6 marks)
7. Give **THREE (3)** examples of receiving activities. (3 marks)
8. Identify **THREE (3)** types of storage racking in a warehouse. (3 marks)
9. State **SIX (6)** retrieval systems of goods in a warehouse. (6 marks)
10. Briefly explain Just-in Time (JIT) storage system. (5 marks)
11. Identify any **THREE (3)** factors that should be considered when designing the layout of a warehouse. (3 marks)
12. List **THREE (3)** types of warehouse layout design. (3 marks)
13. Define warehouse product mix. (1 mark)
14. State **FIVE (5)** criteria in warehouse site selection. (5 marks)
15. List **FIVE (5)** importance of labelling in packaging. (5 marks)

Total: 60 marks

END OF PART A

PART B
INSTRUCTION (S)

: ESSAY QUESTIONS (40 MARKS)

: Answer all **FOUR (4)** essay questions.

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

1. The warehouse also acts as a processing site to maximize the value of all the products handled through the reverse logistics process. The task for the reverse logistics warehouse operations is to receive returned goods, assess their condition and process accordingly. Discuss how it handles the returned goods.

(10 marks)

2. Material handling is the movement, storage, control, and protection of materials, semi finished and finished products throughout the activities from receiving to shipping.
 - a. List **FOUR (4)** material handling equipment used in the activities. (4 marks)
 - b. Describe the features of each material handling equipment used in a). (6 marks)

(10 marks)

3. Describe **FIVE (5)** strategies in creating a good package design.

(10 marks)

4. A warehouse management system (WMS) is a software solution that offers visibility into a business' entire inventory and manages supply chain fulfilment operations from the warehouse to the store shelf. Describe **FIVE (5)** benefits of WMS.

(10 marks)

Total: 40 marks

END OF EXAM PAPER