**Subject:** Warehouse Management

**Maximum Time Allowed:** 3 hours

**Instructions**: Do not write on any part of the exam paper. All rough work should be done in your answer booklet. All questions carry equal marks. You are required to answer only FOUR questions.

Question 1

Discuss in detail five (5) reasons why a company may purchase and implement a warehouse management system (WMS). [25]

Question 2

What is reverse logistics? Give an account on the role played by today’s warehouses in returns processing and product recall management. [25]

Question 3

a. Discuss the following order picking methods: - Vision pick [5]; - Radio frequency identification (RFID) picking [5]; - Pick to light [5]

b. How is ABC analysis used in successful pick preparation? Discuss in detail. [10]

Question 4

a. What is lean warehousing? Explain. [5]

b. Discuss four (4) wastes that lean management seeks to eliminate in the warehouse. [20]

Question 5

a. Examine four (4) trade-offs warehouse managers are expected to recognize and balance. [10]

b. Discuss in detail three (3) main pressures/challenges faced by today’s warehouse manager. How can those pressures/challenges be successfully managed? Discuss. [15]

Question 6

Discuss in detail five (5) common causes of incidents relating to the storage of hazardous products in the warehouse. Suggest preventative measures with regard to the foregoing. [25]