**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

a. Discuss in detail the use of automatic unloading systems in the warehouse. [10]

b. Evaluate the use of pallets and slip sheets in warehouse operations. Examine their respective strengths and weaknesses. [15]

Question 2

What is cross docking? [5] For cross docking to be successful some requirements must be met. Discuss four (4) of those requirements. [20]

Question 3

a. What is a health and safety risk assessment? Why is it needed in the warehouse? [15]

b. What should a suitable and sufficient health and safety risk assessment demonstrate? Discuss. [10]

Question 4

a. Examine key areas within the warehouse that requires measuring. [10]

b. Examine five (5) traditional productivity measures in warehouse operations. [10]

c. What is warehouse operations benchmarking? [5]

Question 5

Discuss five (5) key issues that must be considered when selecting a warehouse management system (WMS) provider or partner. [25]

Question 6

a. Describe the following warehouses or facilities: - Consolidation and sequencing warehouses [5]; -Fulfilment centres [5]; - Reverse logistics centres [5]

b. Describe the pressure or challenge today’s warehouse manager faces as a result of the need for delivery of goods through multiple channels. [10]