

**UNIVERSITI KUALA LUMPUR
MALAYSIAN INSTITUTE OF INDUSTRIAL TECHNOLOGY**

**FINAL EXAMINATION
JANUARY 2016 SEMESTER**

COURSE CODE : JLD 20903
COURSE TITLE : FUNDAMENTAL WAREHOUSE OPERATIONS
PROGRAMME LEVEL : DIPLOMA
DATE : 20 MAY 2016
TIME : 2.30 PM – 5.30 PM
DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper CAREFULLY.
 2. This question paper is printed on both sides of the paper.
 3. This question paper consists of TWO (2) sections.
 4. Answer ALL questions in Section A. Choose TWO (2) questions in section B.
 5. Please write your answers on the answer booklet provided.
 6. Please answer all questions in English only.
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THERE ARE 4 PAGES OF QUESTIONS EXCLUDING THIS PAGE.

SECTION A (60 marks)**INSTRUCTION: Answer all questions.**

Please use answer booklet provided.

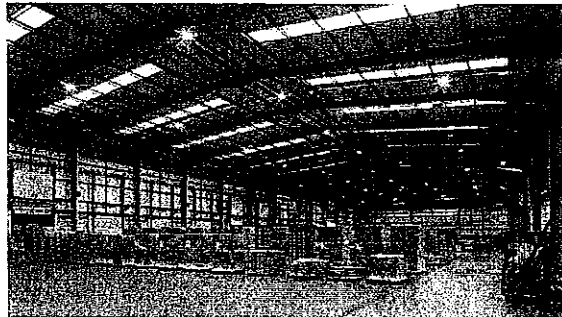
Question 1

Figure 1: Warehouse

Logistics is concerned with physical and information flows and storage from raw material through to the final distribution of the finished product. Thus, supply and materials management represents the storage and flows into and through the production process, while distribution represents the storage and flows from the final production point through to the customer or end user. Warehouse play the important role logistics activity.

Clarify **FIVE (5)** types of warehouse that available in Malaysia now days.

(15 marks)

Question 2

Differentiate **FIVE (5)** types of stock that currently use in the industry.

(15 marks)

Question 3

There are many materials suitable for packing and packaging purposes. Classify between packing and packaging, and explain **FOUR (4)** factors when choosing the most suitable materials for this activity.

(15 marks)

Question 4



Figure 2: Forklift in the warehouse

Determine **FIVE (5)** disadvantages of having Material Handling Equipment (MHE) in a warehouse operation.

(15 marks)

Section B (40 Marks)

INSTRUCTION: Answer TWO (2) questions only.

Please use the answer booklet provided.

Question 1

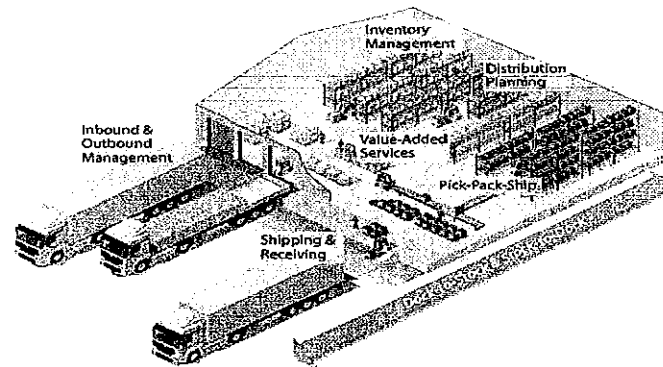


Figure 3: Warehouse operation

"Warehouse operations efficiency is key to the success of any company that processes, inventories, and ships orders. When efficiency lags, products may not arrive at customer destinations on time, orders can get lost, and low inventory levels can result in stock outs".

Discuss and explain **FIVE (5)** main operations activity in the warehouse.

(20 marks)

Question 2

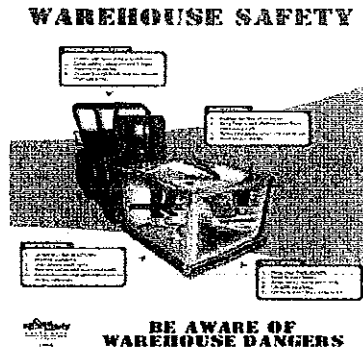


Figure 4: Warehouse safety poster

Safety is one aspect that can be easily neglected especially when working inside a warehouse. Describe and explain **FIVE (5)** why it is important promote a safety working environment in warehouse.

(20 marks)

Question 3

“We are looking for an experienced Warehouse Supervisor to oversee and coordinate the daily warehousing activities. You will implement production, productivity, quality and customer service standards and achieve the appropriate level of volume within time limits. The goal is to ensure that daily operations meet and exceed daily performance expectations and to increase the company’s overall market share”. Job description of warehouse supervisor

Explain **FIVE (5)** preliminary steps taken in order to recruit a new warehouse supervisor.

(20 marks)

END OF EXAMINATION PAPER

