



UNIVERSITI KUALA LUMPUR
Malaysian Institute of Marine Engineering Technology

FINAL EXAMINATION
MARCH 2025 SEMESTER SESSION

SUBJECT CODE : LOD20703

SUBJECT TITLE : WAREHOUSE MANAGEMENT

PROGRAMME NAME : DIPLOMA IN MARITIME MANAGEMENT
(FOR MPU: PROGRAMME LEVEL)

TIME / DURATION : 09.00 AM - 11.30 AM
(2 HOURS 30 MINUTES)

DATE : 23 JUNE 2025

INSTRUCTIONS TO CANDIDATES

1. Please read **CAREFULLY** the instructions given in the question paper.
 2. This question paper has information printed on both sides of the paper.
 3. This question paper consists of **TWO (2)** sections; Section A and Section B.
 4. Answer **ALL** question in section A (Multiple Choice) questions , and **THREE (3)** questions **ONLY** in section B (Essay Questions)..
 5. Answer **ALL** questions in English language **ONLY**.
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THERE ARE 7 PAGES OF QUESTIONS, EXCLUDING THIS PAGE

SECTION A (Total: 25 marks)

INSTRUCTION: Answer ALL questions.

Please use the objective answer sheet provided.

1. Select the following answer best describes for the term "LIFO".
 - A. First In, Fast Out
 - B. First In, First Out
 - C. Last In, First Out
 - D. First In, Last Out

2. _____ is NOT an example of a mechanical handling equipment commonly used for lifting and moving heavy loads.
 - A. Conveyor system
 - B. Forklift
 - C. Pallet jack
 - D. Anchor Chain

3. The main function of cold storage warehouses is _____.
 - A. To store non-perishable goods
 - B. To maintain temperature-sensitive products
 - C. To provide storage for multiple businesses
 - D. To facilitate rapid distribution of goods

4. The following statement is NOT typically a function of warehouse management.
 - A. Receiving and inspecting goods
 - B. Storing products in optimal conditions
 - C. Shipping orders to customers
 - D. Setting retail prices for products

5. Which activity involves selecting items from storage to fulfill customer orders?
 - A. Picking
 - B. Packing
 - C. Storing
 - D. Receiving

6. What is a benefit of using automated guided vehicles (AGVs) in warehouses?
 - A. They require more manual labor
 - B. They help reduce labor costs
 - C. They are only used for packing
 - D. They are not efficient for large items

7. Which mechanical handling equipment is used to lift heavy pallets?
 - A. Automated Guided Vehicles
 - B. Pallet Jacks
 - C. Forklifts
 - D. Conveyor Belts

8. _____ is a key benefit of using conveyor belts in warehouses.
 - A. They require manual labor for operation
 - B. They are designed for heavy lifting
 - C. They are only used for packing
 - D. They move products without manual labor

9. Which mechanical handling equipment is primarily used for transporting goods over short distances?
 - A. Automated Guided Vehicles
 - B. Pallet Jacks
 - C. Forklifts
 - D. Conveyor Belts

10. Choose the most important factor when selecting a warehouse location.
 - A. Proximity to suppliers
 - B. Warehouse capacity
 - C. Security measures
 - D. Availability of skilled labor

11. When selecting a warehouse, the size of the workforce needed is best described as a factor in:
 - A. Operational efficiency
 - B. Labor costs
 - C. Location desirability
 - D. Inventory management

12. Identify the reason why security is a key consideration when choosing a warehouse.
- A. To ensure the safety of employees
 - B. To prevent theft and damage to inventory
 - C. To avoid delays in shipping products
 - D. To reduce insurance premiums
13. Select the following criteria with the most impact on the environment of a warehouse.
- A. The warehouse's proximity to airports
 - B. The sustainability of construction materials
 - C. The variety of products stored in the warehouse
 - D. The warehouse's connection to railroads
14. Which answer is the main advantage of using automated material handling systems in a warehouse layout?
- A. Increased manual labor requirements
 - B. Reduced need for storage space
 - C. Faster movement of goods and reduced labor costs
 - D. Decreased flexibility in inventory management
15. In terms of warehouse layout, the main advantage of cross-docking is _____.
- A. products are stored for a long period before shipping
 - B. products are sorted and immediately shipped without storage time
 - C. it increases inventory levels
 - D. it reduces the need for automated systems
16. The primary objective of warehouse management is _____.
- A. to reduce warehouse space
 - B. to manage inventory and ensure timely order fulfillment
 - C. to minimize employee wages
 - D. to increase customer complaints
17. _____ is the role of labelling in the shipping process within a warehouse.
- A. Indicate the product's destination, handling requirements, and shipping method
 - B. Enhance the packaging design
 - C. Increase product size
 - D. Change the product's contents

18. Identify the main advantage of using a government warehouse for businesses.
- A. Higher storage costs
 - B. Lower storage fees compared to private warehouses
 - C. Limited access to inventory
 - D. Increased inventory tracking issues
19. Choose the top warehouse management company known for its global supply chain services, including warehousing, transportation, and logistics.
- A. Coca-Cola
 - B. Sony
 - C. FedEx Logistics
 - D. McDonald's
20. The advantage of using barcode labels in a warehouse is _____.
- A. they increase product prices
 - B. they help speed up inventory management and improve accuracy by allowing for quick scanning
 - C. they make products more visually appealing
 - D. they decrease the efficiency of order picking
21. Identify the key benefits of an efficient Warehouse Management System (WMS).
- A. Reduced energy consumption
 - B. Lower product quality
 - C. Increased product cost
 - D. Improved inventory accuracy and reduced stockouts
22. Which of the following tasks falls under the role of a warehouse manager in inventory control?
- A. Recording customer feedback
 - B. Ensuring timely and accurate stock counts
 - C. Negotiating with raw material suppliers
 - D. Conducting product testing
23. _____ is the software system used by warehouse manager for tracking inventory.
- A. CRM (Customer Relationship Management)
 - B. ERP (Enterprise Resource Planning)
 - C. WMS (Warehouse Management System)
 - D. CMS (Content Management System)

24. How does a good warehouse management support customer satisfaction?

- A. By offering discounts directly
- B. Designing customer loyalty programs
- C. Ensuring timely and accurate delivery of goods
- D. Handling product returns at retail outlets

25. Choose the main objective of applying the "First-In, First-Out (FIFO)" principle in warehouse management.

- A. Reducing storage cost
- B. Preventing stockouts
- C. Minimizing product returns
- D. Ensuring older stock is used or sold first

SECTION B (Total: 75 marks)

INSTRUCTION: Answer THREE (3) questions ONLY.

Please use the answer booklet provided.

Question 1

- a) Warehouse in the past has been constantly referred to a cost center. The movement of production to lower cost countries, growth the e-commerce and increasing demands for customers, has seen a step change in warehouse operations.

Classify FIVE (5) key factors to consider before choosing a warehouse.

(15 marks)

- b) Suitable warehouse layout design is important to ensure the smooth operations in every part of warehouse operations. Additionally, it contributes to cost reduction, time savings, and improved customer satisfaction. Each style offers a unique set of advantages and cost reduction.

Sketch the 'U Shape' warehouse layout complete with the label for each process area.

(10 marks)

Question 2

- a) Mechanical handling equipment (MHE) plays a crucial role in modern warehouse operations. It refers to a wide range of tools and machinery used to move, store, control, and protect materials, goods, and products throughout the processes of manufacturing, distribution, consumption, and disposal.

List FIVE (5) types of Mechanical Handling Equipment (MHE) that normally used in a warehouse operation.

(15 marks)

- b) Examine the benefit of using Material Handling Equipment (MHE).

(10 marks)

Question 3

Packaging is a vital activity in warehouse operations that involves preparing goods for storage, shipment, or distribution. It plays a key role in protecting products during storage and transit, ensuring they arrive at their destination in good condition. The packaging process in a warehouse typically includes labelling, sealing, and protecting items with suitable materials to prevent damage or contamination.

a) Explain THREE (3) main functions of packaging.

(15 marks)

b) Discuss FOUR (4) issues in packaging.

(10 marks)

Question 4

Warehouses are essential components of supply chains, serving as storage and distribution hubs for raw materials, work-in-progress goods, and finished products. The type of warehouse used depends on the nature of the business, the kind of goods being stored, and specific operational requirements. Understanding the different types of warehouses helps organizations choose the most efficient and cost-effective storage solution for their needs.

a) Identify the advantages and disadvantages of 'Public Warehouse'.

(15 marks)

b) Examine FIVE (5) benefits of 'Private Warehouse'.

(10 marks)

END OF EXAMINATION PAPER

