



UNIVERSITI KUALA LUMPUR
Malaysian Institute of Marine Engineering Technology

FINAL EXAMINATION
JULY 2025 SEMESTER SESSION (7-WEEK)

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 : 17 SEPTEMBER 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 and **ONLY THREE (3)** questions in Section B
 5. Please write your Section A answer in OMR paper and Section B in provided answer paper.
 6. Answer **ALL** questions in English language **ONLY**.
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THERE ARE 9 PAGES OF QUESTIONS, EXCLUDING THIS COVER PAGE

SECTION A (TOTAL: 25 MARKS)

INSTRUCTION: ANSWER ALL QUESTIONS.

Please use the OMR sheet provided.

1. Which of the following is NOT a principle of material handling in a warehouse?
 - A. Reduce unnecessary movement
 - B. Maximize space utilization
 - C. Ensure safety during operations
 - D. Increase manual handling to ensure worker involvement

2. The roles of warehouse manager include:
 - I. Managing staff and warehouse operations
 - II. Ensuring compliance with health and safety regulations
 - III. Strategic planning for future capacity needs
 - IV. Setting national logistics policies
 - A. I and II only
 - B. I and III only
 - C. I, II and III only
 - D. I, II, III and IV

3. The warehouse is located near suppliers but far from customers. Which factor MOST justifies this choice?
 - A. The products are high-value and time-sensitive
 - B. The business uses just-in-time distribution to customers
 - C. The supply lead time is more critical than delivery lead time
 - D. The products are perishable

4. Which scenario illustrates a disadvantage of public warehousing for a high-turnover product?
 - A. Limited control over workforce productivity
 - B. High initial capital investment
 - C. Higher fixed costs during low demand periods
 - D. Limited access to transportation networks

5. Advantages of private warehousing include:
 - I. Full control over operational processes
 - II. Easier integration with proprietary Warehouse Management System (WMS)
 - III. Higher flexibility in lease terms
 - IV. Consistent service quality
 - A. I and II only
 - B. I, II and IV only
 - C. I, III and IV only
 - D. I, II, III and IV

6. Which is the disadvantage of private warehousing?
 - A. Less control over operations
 - B. Limited customization of layout
 - C. Higher fixed costs and inflexibility during low demand periods
 - D. Dependence on third-party service providers

7. A seasonal business with fluctuating demand and limited capital should choose:
 - A. Private warehouse
 - B. Public warehouse
 - C. Contract warehouse
 - D. Consignment warehouse

8. A warehouse implementing cross-docking will reduce the need for:
- A. Receiving docks
 - B. Packaging
 - C. Long-term storage
 - D. Order picking
9. A sudden increase in SKU variety has caused congestion in the picking area. Which improvement will yield the fastest relief?
- A. Installing high-density storage
 - B. Implementing zone picking with barcode scanning
 - C. Increasing the number of forklifts
 - D. Consolidating picking and packing zones
10. Which warehouse activities are directly aimed at reducing lead time?
- I. Cross-docking
 - II. Accurate stock control
 - III. Multi-stage packaging
 - IV. Order picking optimization
- A. I and III only
 - B. I, II and IV only
 - C. II, III and IV only
 - D. I, II, III and IV
11. A company wants to reduce stockouts without increasing overall inventory. Which activity should be reviewed first?
- A. Order picking process
 - B. Stock control system accuracy
 - C. Breakbulk scheduling
 - D. Packaging workflow

12. Which storage method is most suitable for slow-moving, bulky goods?
- A. Drive-in racking
 - B. Flow-through racking
 - C. Carousel storage
 - D. Mobile shelving
13. Forklifts are classified as:
- A. Storage equipment
 - B. Specialised storage systems
 - C. Automated retrieval systems
 - D. Handling equipment
14. Implementing AGVs in a high-density warehouse can be challenging due to:
- A. Inability to transport pallets
 - B. Incompatibility with Automated Storage and Retrieval System (AS/RS)
 - C. Need for specialized guidance infrastructure
 - D. Limited operational speed compared to forklifts
15. Which are examples of storage equipment?
- I. Pallet racking
 - II. Shelving units
 - III. Mezzanine floors
 - IV. Forklift trucks
- A. I, II and III only
 - B. I, II and IV only
 - C. II, III and IV only
 - D. I, II, III and IV

16. A warehouse implements a Warehouse Management System (WMS), but order accuracy remains low. The cause is likely:
- A. Lack of integration with barcode/RFID systems
 - B. Excessive automation in the receiving area
 - C. Too many operators trained in WMS functions
 - D. Overuse of real-time inventory updates
17. A small warehouse moving from manual processes to a Warehouse Management System (WMS) faces the highest risk of:
- A. Losing physical inventory visibility
 - B. Increasing inventory turnover rate
 - C. Over-reliance on manual order picking
 - D. Disrupting operations due to inadequate training
18. Which selection criterion supports long-term scalability of a Warehouse Management System (WMS)?
- A. Vendor's geographical location
 - B. Compatibility with future automation technologies
 - C. Limiting functions to core inventory tracking
 - D. Preferring least expensive licensing options
19. Benefits of a Warehouse Management System (WMS) include:
- I. Elimination of all warehouse costs
 - II. Improved labor productivity
 - III. Enhanced order picking accuracy
 - IV. Real-time inventory visibility
- A. I and II only
 - B. I, II and III only
 - C. II, III and IV only
 - D. I, II, III and IV

20. Racking collapses are often the result of:
- A. Overloading beyond design capacity
 - B. Poor lighting in storage aisles
 - C. Inadequate ventilation
 - D. Inefficient order picking
21. Installing anti-slip flooring is most effective for preventing:
- A. Working at height incidents
 - B. Slips and trips in wet areas
 - C. Overexertion from lifting
 - D. Fire hazards from static electricity
22. After hazards are identified in a safety audit, the next critical step is to:
- A. Document the findings without action
 - B. Increase worker shifts for efficiency
 - C. Purchase additional PPE without risk analysis
 - D. Immediately implementing control measures
23. In temperature-controlled warehouses, the most effective energy-saving measure is:
- A. Installing motion-sensor lighting
 - B. Recycling packaging materials
 - C. Using high-speed insulated doors
 - D. Switching to electric forklifts
24. Poor waste segregation in a warehouse often results in:
- A. Increased material handling speed
 - B. Elimination of hazardous waste
 - C. Violation of environmental regulations and higher disposal costs
 - D. Reduced recycling rates only

25. A warehouse storing chemicals must prioritise:
- A. Increasing lighting brightness
 - B. Reducing rack heights
 - C. Installing more barcode scanners
 - D. Implementing secondary containment for spills

SECTION B (TOTAL: 75 MARKS)

INSTRUCTION: ANSWER THREE (3) QUESTIONS ONLY.

Question 1

A manufacturing company is considering establishing its own private warehouse to support its growing operations. The management team is also reviewing different warehouse layout designs to ensure efficient storage, material handling, and order processing.

- a) Identify FIVE (5) advantages of operating private warehouse. (5 marks)
- b) Identify FIVE (5) disadvantages of operating private warehouse. (5 marks)
- c) Assess FIVE (5) types of warehouse layouts. (15 marks)

Question 2

Warehouse operations involve a series of coordinated activities that ensure goods are handled efficiently from the point of arrival to their final dispatch. Each activity plays a critical role in maintaining operational flow, accuracy, and customer satisfaction.

Examine NINE (9) warehouse activities that are essential to ensuring efficient warehouse operations.

(25 marks)

QUESTION 3

A Warehouse Management System (WMS) is a vital tool for improving the efficiency and accuracy of warehouse operations. It provides real-time visibility, optimises workflows, and supports decision-making in the supply chain.

- a) Discuss FIVE (5) functions of a Warehouse Management System (WMS).

(10 marks)

- b) Assess FIVE (5) benefits of using a Warehouse Management System (WMS). Provide examples for each of your point.

(15 marks)

Question 4

Warehouse operations involve various activities that carry potential safety hazards and environmental impacts. Understanding the types of warehouse accidents and pollution helps in developing effective safety and sustainability measures.

- a) Explain FIVE (5) types of accidents that could occur in a warehouse during its operations.

(10 marks)

- b) Assess FIVE (5) types of pollution related to warehouse operations. Provide examples for each of your point.

(15 marks)

END OF FINAL EXAMINATION QUESTION

