



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF LOGISTICS
MANAGEMENT
3RD YEAR 1ST SEMESTER 2018/2019 ACADEMIC YEAR
KISUMU

COURSE CODE: BLM 3322

COURSE TITLE: WAREHOUSING

EXAM VENUE:

STREAM: (BBA)

DATE:

EXAM SESSION:

TIME: 2 HOURS

Instructions:

- 1. Answer questions ONE and ANY other TWO questions**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room**

SMART DOG COMPANY (SDC)

Several years ago, a Kenyan entrepreneur and his dog saw the need for high quality, nutritious pet food and pet snacks. This led to the birth of smart dog company. At that time, no other product in the market place offered hand-baked, 100% natural pet food. As the business took off across the country, the company grew weary of trying to fulfill orders. SDC hired a warehouse in Nairobi which acted as a strategic central location for distributing its pet food products to retailers, distributors and directly to customers throughout the country. Inventory control was another significant issue as the SDC continued to experience growth but on the other end, the orders were irregular shipments left the warehouse daily and receiving warehousing and distribution operations were major. This required a dedication stock management unit and close liaising with transport operators.

QUESTION ONE

- a) Suggest the reasons that led to SDC hire the warehouse in Nairobi instead of constructing its own warehouse. (8 marks)
- b) In your own view, highlight the warehousing operations in SDC that were considered to be major. (8 marks)
- c) Identify the parameters that SDC will use to measure the performance of the hired warehouse. (8 marks)
- d) Suggest solution to the problems that SDC experience in line with warehousing. (6 marks)

QUESTION TWO

- a) Discuss the added value that warehousing operations offer in logistics. (10 marks)
- b) Explain the strategic factors that affect the choice of warehousing facility. (10 marks)

QUESTION THREE

- a) To design a suitable warehouse, its purpose must be clear and basic warehouse operations of storage and movement must be considered. Analyze the most commonly accepted design and layout principles. (10 marks)
- b) Discuss the pros and cons of inverted T warehouse flow. (10 marks)

QUESTION FOUR

- a) When a warehouse is operational, it will need to meet key performance indicators (KPI) in customer service. Suggest KPI in line with customer service. (10 marks)

b) Propose the merits that a purpose built warehouse building may have over a converted warehouse building. (10 marks)

QUESTION FIVE

a) Order picking refers to the process of withdrawing items from inventory to fulfill an order. Discuss the principles of order picking. (10 marks)

b) Assess the duty of the employer to the employee according to the health and safety laws at work place. (10 marks)

UNIT NAME: WAREHOUSING

UNIT CODE: BLM 3322

Pre-requisites: Warehousing

Purpose: To expose learners with the requisite knowledge and skills in warehousing.

Expected Learning Outcomes of the Course:

By the end of the course unit the learners should be able to:-

- i) Describe the activities involved in warehousing
- ii) List the roles of the warehousing manager and the skills required for logistics efficiency
- iii) The student should be able to link all warehousing activities i.e. receipt, inspection, stock recording, identification of materials, inventory control, stock taking, issuing, and material handling.

Course Content:

1. WEEK ONE: INTRODUCTION TO WAREHOUSING

- Definition of terms-warehousing, storage and logistics
- Role of warehousing/function of warehousing
- Strategic issues in warehousing
- Types of warehouses

2. WEEK TWO: STORAGE ACCOMODATION

- Warehousing facilities
- Location of a warehouse
- Lease/hire
- Construction and design considerations
- Purpose built versus converted warehouse building

3. WEEK THREE: RECEIPT AND INSPECTION OF MATERIALS

- Definition and importance of receipt
- Sources of receipts
- Consideration and process of receiving materials
- Quality and quantity inspection
- Process and methods of inspection

4. WEEK FOUR: STOCK RECORDS AND INFORMATION SYSTEMS

- Purpose of stock records and information
- Stock recording systems i.e. manual and computerized system
- Application of information technology

5. WEEK FIVE: IDENTIFICATION OF MATERIALS

- Ways of identification i.e. description and coding
- Coding methods
- Merits and demerits of coding
- Bar-coding
- RFID

- EPOS

6. WEEK SIX: INVENTORY CONTROL

- Reasons for holding stock
- Costs associated with inventory management
- Stock levels
- Forecasting demand
- Inventory control techniques for dependent and independent demand

7. WEEK SEVEN: CONTINUOUS ASSESSEMENT TEST (CAT 1)

8. WEEK EIGHT: STOCK TAKING AND STOCK CHECKING

- Definition of stock taking and stock checking
- Methods of stock taking
- Handling discrepancies

9. WEEK NINE: WAREHOUSE OPERATIONS

- Warehouse design and layout
- Types of warehouse layout
- Safety and security in the warehouse

10. WEEK TEN: ISSUE AND DISPATCH OF STOCK

- Order picking
- Definition of issue and dispatch
- Authorization of issues
- Methods of issuing stock
- Process of issuing stock
- Dispatch process

11. WEEK ELLEVEN: MATERIAL HANDLING

- Definition of material handling
- Principles of material handling
- Material handling systems i.e. manual and mechanical
- Loading and off loading facilities

- Cross-docking

12. WEEK TWELVE: ENVIRONMENTAL AND LEGAL CONSIDERATIONS

- Environmental factors e.g. collection, recycling, disposal and packaging
- Safety considerations
- Security considerations
- Relevant legislation e.g. environmental laws

13. WEEK THIRTEEN: PERFORMANCE MEASUREMENT IN WAREHOUSING

- Definition of performance measurement
- Setting performance targets
- Performance monitoring, assessment and evaluation
- Performance measurement techniques e.g. benchmarking, service and costs standards, direct profitability

14. WEEK FOURTEEN: CONTINUOUS ASSESSMENT TEST (CAT2)