



ZCAS University

BBA3621 STORAGE, PACKAGING AND DISTRIBUTION MANAGEMENT

FINAL EXAMINATION

MAY 2024

TIME ALLOWED: THREE HOURS (plus 5 minutes to read through the paper)

INSTRUCTIONS:

1. Section A: this question is **compulsory** and must be attempted.
2. Sections B: Answer Three (3) questions from this section.
3. This question paper carries a total of **100 marks**.
4. **Candidates must not turn this page** until the invigilator tells them to do so.

Case Study: Warehousing and Inventory Management at Chilubi Logistics

Chilubi Logistics is a company specialized in the storage and distribution of perishable food products. With several warehouses located across the country, the company prides itself on its ability to deliver fresh produce to retailers efficiently. However, Chilubi Logistics has recently faced several operational challenges in its warehousing and inventory management processes.

Scenario 1: Inventory Shrinkage

Chilubi Logistics has experienced significant inventory shrinkage in one of its main warehouses. The shrinkage is due to a combination of theft, spoilage, and administrative errors. This has led to financial losses and strained relationships with key clients.

Scenario 2: Space Utilization

The company's warehouses are not optimized for space utilization, leading to congestion and inefficient storage practices. This has resulted in increased handling times and difficulty in locating products quickly, affecting the overall productivity of the warehousing operations.

Scenario 3: Technology Integration

Chilubi Logistics has been using outdated inventory management systems that do not integrate well with their newer logistics software. This lack of integration has caused discrepancies in inventory records, delayed order processing, and challenges in tracking inventory in real-time.

Scenario 4: Workforce Management

The warehouse workforce at Chilubi Logistics has high turnover rates and lacks proper training in handling perishable goods. This has led to operational inefficiencies, increased errors in order picking, and difficulties in maintaining the quality of stored products.

SECTION A

(40 marks)

ATTEMPT ALL QUESTIONS

Inventory Shrinkage Management

- Identify the potential causes of inventory shrinkage at Chilubi Logistics. **(5 marks)**
- Propose comprehensive strategies to reduce inventory shrinkage, including both technological and procedural changes. **(5 marks)**

Space Optimization

- Analyze the impact of poor space utilization on Chilubi Logistics' warehousing operations. **(5 marks)**
- Recommend methods to optimize space utilization in the warehouses, considering both immediate and long-term solutions. **(5 marks)**

Technology Integration

- a. Discuss the challenges faced by Chilubi Logistics due to the lack of integration between their inventory management systems and logistics software. (5 marks)
- b. Suggest an implementation plan for integrating new technologies into the existing systems to improve inventory accuracy and operational efficiency. (5 marks)

Workforce Management and Training

- a. Evaluate the effects of high turnover rates and inadequate training on the efficiency of warehouse operations at Chilubi Logistics. (5 marks)
- b. Develop a training and retention program tailored for Chilubi Logistics that addresses the specific needs of managing perishable goods. (5 marks)

SECTION B

(60 marks)

ATTEMPT THREE QUESTIONS FROM THIS SECTION

QUESTION TWO

- a. There are various types of warehouse layouts. With the help of diagrams, pick two Warehouse layouts of your choice and explain their functions. (10 marks)
- b. In details, explain the receiving process of goods into stores (10 marks)

QUESTION THREE

A Warehouse Management System (WMS) is a software application designed to support and optimize warehouse or distribution center management and operations. A WMS facilitates the management of warehouse processes from the time goods or materials enter a warehouse until they move out. This includes inventory control, order fulfillment, and shipping.

- a. Discuss the five key functions of the Warehouse Management System (10 marks)
- b. Discuss the five challenges and provide solutions for the Warehouse Management Systems. (10 marks)

QUESTION FOUR

Storehouses, or warehouses, play a crucial role in the supply chain and logistics operations of any organization. They serve as the central points for the storage, handling, and distribution of goods.

- a. Discuss the four value adding functions of the warehousing **(10 marks)**
- b. In details, explain the issuing process in stores **(10 marks)**

QUESTION FIVE

- a. Explain the importance and functions of the stock yard **(5 marks)**
- b. Discuss the five factors which influence location of the warehouse **(10 marks)**
- c. Discuss the quarantine **(5 marks)**