



INDIAN INSTITUTE OF MATERIALS MANAGEMENT

Post Graduate Diploma in Logistics & SCM
Post Graduate Diploma in Materials Management - 2 years

PAPER No.16 (enrolment code –CPM)

PAPER No. 14 (enrolment code- PMM, PSM)

Dec 2022

Logistics & Warehousing Management

Date : 21.12.2022
Time : 10.00 a.m to 1.00 p.m.

Max. Marks : 70
Duration : 3 Hrs.

Instructions:

1. From Part A – answer all questions (compulsory). Each sub questions carries 1 mark. **Total : 20 Marks**
2. From Part B – Answer any 3 questions out of 5 questions. Each question carries 10 marks. **Total :30 Marks**
3. Part C is a case study (compulsory) with questions. Read the case study carefully and answer the questions **Total: 20 Marks**

Part – A

[20 Marks]

Q.1 Fill in the Blanks (5 Marks)

- a) In the year 1988, Ministry of Railways constituted ----- for Multimodal Transport Logistics.
- b) When the work floor is contaminated and wet, ----- hazards can happen.
- c) Example of transport equipment in a warehouse is -----.
- d) CAPELLA is a ----- software.
- e) Terminals situated near sea ports are known as -----.

Q.2_State TRUE or FALSE

(5 Marks)

- a) Work area is kept neat and clean through Total Quality Management.
- b) To enhance Customer Responsiveness, FMCG and Retail Chains have Decentralised Warehouses.
- c) Before paying Customs Duty, an Importer stores goods in a Bonded Warehouse.
- d) Cycle Counting is a Basic Feature of Warehouse Management System.
- e) Shipping Guarantee is a document provided by Banks in writing.

Q.3_Match the Following:

(5 Marks)

	Column I		Column II
a	Outsourcing Warehousing.	1	Logistics Activity.
b	Bill of Lading.	2	Semi-Finished Product.
c	Order Taking.	3	Outbound Logistics.
d	Work In Progress.	4	Reduced Capital Investment.
e	Distribution.	5	Contract.

Q.4_Expand the Following Abbreviations: (5 Marks)

- a) AS/RS b) POD c)WCS d) SWB e)CFS

PART B

[30 marks]

(Attempt any 3. Each question carries 10 marks)

- Q. 5_a) Discuss *factors to be considered* in a Warehousing Strategy? (5 Marks)
- b) Discuss Warehouse Employee *Occupational Health and Safety*? (5 Marks)
- Q. 6_a) Explain the concept of *Dry Port* and its types? (5 Marks)
- b) Discuss the roles and responsibilities of a Warehouse Manager? (5 Marks)

Q. 7_a) Explain the basic *Order Picking* methods?

(5 Marks)

b) Discuss how *Lift Trucks* are categorised by Aisle Types of the Warehouse? (5 Marks)

Q 8_a) Explain in detail the functions of a Warehouse? (5 Marks)

b) Discuss growth of *e-fulfilment* and its effect on warehousing? (5 Marks)

Q 9_ Write Short Notes on any 2 from the Following: [2 x5= 10 marks]

- a) Location Flexibility. b) Role of CONCOR in Logistics.
c) Managing *Trip Hazards*. d) Cross Docking.

PART C

(20 marks)

Q.10 Case Study (compulsory)

P & G markets nearly 300 brands - including Pampers, Tide, Ariel, Always, Whisper, Pantene, Bounty, Pringles, Folgers, Charmin, Downy, Crest, Actonel, Olay and Clairol - in more than 160 countries around the world. In China, P & G has 150 distribution centres serving the needs of consumers throughout the country.

Challenge: With P & G- China's rapid inventory turnaround time, its existing paper-based manual system proved to be cumbersome as volume increased in the company's distribution centres. Workers charged with data collection filled numerous orders per day at a fast pace, which increased the risk of human error very early in the supply chain. Sales managers also rushed between offices and distribution centres to check stock / delivery status, taking their focus away from sales and customer service. Warehouse Controllers spent extra time on manual book-keeping to ensure data accuracy. The company recognized the direct impact these inefficient business processes were having on sales, customer service and productivity. As a result, P & G China invested in and improved their warehouse management system (WMS) using mobile computing technology.

Solution: As Phase-I of initiative to streamline the existing paper-based manual process, P&G- China deployed from Symbol Technologies in 20 distribution centres throughout China for use with their warehouse management system (WMS). The new mobile computing devices enable P&G-China to streamline business processes in several ways. Upon receipt of orders from P & G sales managers, it is entered into an Integration Distribution System (IDS) and transmitted to SPT 1700 handhelds used by the warehouse workers. Sales orders are automatically generated and workers then use this information to pick up the necessary goods from the warehouse. As a result, orders are ready for collection instantly and the accuracy of data has improved. The SPT 1700 handhelds also enable workers to transmit order reports to the *IDS host* to record inventory movement as they pick up goods from the warehouse. Besides facilitating workers to scan and communicate with the IDS host database, the SPT 1700 devices permit workers to check stock availability with the scan of a bar code. All data captured on the SPT 1700 handhelds are synchronized to IDS, and statements are automatically generated for accounting purposes.

Benefits: P&G-China improved business processes and enhanced productivity for a more efficient warehouse management system, which led to further cost savings in the supply chain. P & G China sales managers now focus on sales, dramatically improving customer service. Warehouse Controllers address more inventory management concerns and worry less about accuracy of data and physical stock. Additionally, more accurate order information captured by P & G workers enables the company to better plan delivery routes to customers, thereby reducing transportation costs.

Questions

{ Answers should not be made *one-word* type. Questions are based on the Textbook provided. Read the Case carefully and answer. }

- 1) What are the difficulties faced in P&G-China's warehouse operations?
- 2) How P&G-China improved their warehouse management system?
- 3) P&G-China has cost savings by implementing an improved WMS. Explain?
- 4) What have you understood about mobile computing device from this case?
- 5) What WMS technology resorted by the company. Briefly explain?
