



INDIAN INSTITUTE OF MATERIALS MANAGEMENT

Post Graduate Diploma in Logistics & SCM - 2 years

Dec 2022

PAPER No.17 (enrolment code –CPS)

Warehousing Management

Date : 22.12.2022
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 carefully and answer the questions **Total: 20 Marks**

Part – A

[20 Marks]

Q.1. Fill in the blanks

[5 marks]

- i) Warehousing is set of activities involved in receiving, storing and preparing goods for-----
- ii) ----- It involves physical handling of product from storage location to meet demand of customer.
- iii) ----- used for handling materials at single location to load / unload ,feed, orient or control materials for their correct transport handling and storage.
- iv) ----- are the platforms generally made of wood for unit load formation
- v) ----- hardly occurs on dry and clean floors.

Q.2. State True or False

[5marks]

- a). Use of conveyors are justified for intermittent flow of goods.
- b) VNA Trucks usually function in aisles of less than 6'
- c). It is not important to have restrict entry of people in the warehouse.
- d) Zone picking is effective only with conveyors.
- e) Voice directed picking systems are not having clarity of command.

Q.3. Expand the following

[5 marks]

- a) ERP b) ROI c) BL d) WCS e) LIFO

Q.4. Match the following: -

[5marks]

	A		B
SNO			DESCRIPTION
1	Storage	A	Imported goods are stored in a secure area the custom duty or import duty is paid by the importer.
2	Packing	B	Provide storage facility on rental basis.
3	Sorting	C	This method depends on size , quantity& the handling characteristics of the product.
4	Bonded warehouse	D	This refers to the activity normally left for the last movement to avoid reprising.
5	Public warehouse	E	This includes the shipment of products as per their packaging and destination

PART B

[30 marks]

(Attempt any 3. Each question carries 10 marks)

- Q.5.** a) Describe the concept of warehousing with the help of flow chart of materials? [5marks]
b) List out the equipments used to perform various functions of warehousing? [5marks]
- Q.6.** a) Describe the types of storage equipments ? [5marks]
b) Draw a sketch of any two types of racks and state their specific use? [5marks]
- Q.7.** a) Explain in detail the hazards involved in warehouse.? [5marks]
b) Explain the various precautions you will take to avoid accidents? [5marks]
- Q.8.** a) What are the reasons of failure of outsourcing in warehousing? [5marks]
b) What are the advantages &disadvantages of outsourcing? [5marks]
- Q.9.** Write short notes on any Two [2x5= 10 marks]
a) Inbound logistics
b) Retail Shrinkage
c) Nation policy on safety, health & environment
d) Types of warehousing costs

PART C

[20 Marks]

Q.10 CASE STUDY

Dell computers offers network servers, workstations, storage systems and Ethernet switches for enterprise customers. in addition to a full line of desktop and notebook pcs designed for customers.

The company also sells handheld computers, market third-party software and peripherals. Dell growing services unit provides system integration, support and training.

Dell manufactures most of the products it sells. IT has six manufacturing locations worldwide to serve its global customer base. Dell believes that its manufacturing processes and supply chain management techniques provide it a distinct competitive advantage. Their build to order manufacture process designed to allow Dell to significantly reduce cost while simultaneously provide customer the ability to customize the product purchases. Dell supply chain management decreases Dell exposure to the risk of declining inventory values allow Dell to quickly incorporate new technologies or components into its product offerings and allow Dell to rapidly pass component cost savings directly to customers.

QUESTIONS:

- 1 What are the 5 main points of Dell business model ?
- 2 How they are taking care of risk of product updations?
- 3 Comment on their customer relationship management ?
- 4 Why the customer value tailor-made product ?
- 5 Do you think they have chosen the right business strategy with respect to their product mix ?
