



UNIVERSITY OF PETROLEUM & ENERGY STUDIES

End Term Examination – May 2023

Program: MBA (LSCM)
Subject/Course: Warehouse Management
Course Code: LSCM7025

Semester: III
Max. Marks: 100
Duration : 3 Hours

IMPORTANT INSTRUCTIONS

Section A(20marks)

Each Question will carry 2 Marks

Q	Short answers		COs
1.a	Define Service level Agreements.	2	CO1
1.b	Why transit time adherence is important in FMCG business?	2	CO1
1.c	_____ is the concept of businesses electronically communicating information that was traditionally communicated on paper, such as purchase orders, advance ship notices, and invoices.	2	CO1
1.d	_____ refers to the activities involving storage of goods on a large-scale in a systematic and orderly manner and making them available conveniently when needed	2	CO1
1.e	What is the use of pick list?	2	CO2
1.f	When the vendor ships the goods to the distribution center an _____ is sent to planner/distributor about the item, quantity, shipping/arrival dates etc.	2	CO1
1.g	FSN in inventory management stands for_____.	2	CO1
1.h	_____ is a unique version in terms of size, packaging etc. of a particular type of product.	2	CO1
1.i	Why GRN should be posted timely?	2	CO1
1.j	_____ is the time elapses between dispatch and delivery of good.	2	CO1

SectionB (20 marks)

Attempt any four

Each question will carry 5marks

2	What do you understand by the shelf life of goods? What are the precautions one should take to ensure to maintain the shelf life of products?	5	CO2
3	Sam is a distributor of business for gym equipment. Annual demand for the TricoFlexers is 16,000. The annual holding cost per unit is \$2.50 and the cost to place an order is \$50. Calculate economic order quantity (EOQ).	5	CO2
4	Explain the concept of unit load principle. Why palletization is important in warehousing and how it helps in unitization of load?	5	CO2
5	What is significance of Goods Receipt Note (GRN)?	5	CO2
6	Discuss briefly importance of barcodes in warehouse management.	5	CO2

Section C (30 marks)

Each question will carry 10 marks

Q.7	“Outsourcing of warehouse operation is a safe and better proposition” Discuss. What are the various key performance indicators (KPIs) to measure Warehouse Service provider (WSP)?	10	CO3
Q.8	What is inventory shrinkage in a warehouse? Suggest two suitable measures to reduce inventory shrinkage	10	CO3
Q.9	Discuss major tradeoffs of modern warehousing with relevant examples. Also, throw light on the roles and responsibilities of a Warehouse Manager.	10	CO3

Section D (30 marks)

Attempt any one part

Q.10	Case-let		
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A well-known global apparel retailer found itself dealing with the growing pains that often accompany rapid success. Business was booming. The company already had about 1100 stores across the United States and was planning to open 50-60 more stores domestically and 15 internationally each year. However, this major retailer had a major problem on its hands that had nothing to do with the production of fine apparel. The company found itself struggling to manage an aspect of its business outside of its core competency – namely, the distribution of store fixtures for new store openings and renovations. To accomplish this task, the retailer had been depending on a combination of internal resources and outsourcing. However, this approach clearly was not working.

Neither the company itself nor its outside partner had the technology or the processes in place to provide the necessary visibility into the supply chain. The inefficiency that resulted led to late shipments, missing items, no accountability and inflated costs.

Questions-

- a. What are the major problems of the Global Apparel Retailer? (10 marks)
- b. How a logistics company 'XYZ' that had experience and expertise in the retail sector can solve the problem? (10 marks)
- c. What would be the benefits Retailer can reap by engaging XYZ. (10 marks)

OR

c. Explain the role of a warehouse as a crossdocking center in detail. How does it bring value for fast moving consumer goods (FMCG) organization with multiple product range? Illustrate it with the use of diagrams. (15 marks)

d. Discuss the importance of IT tools in warehouse operation. In this context explain Warehouse Management System in brief. (15 marks)

CO4

30