

(6 pages)

Reg. No. : .....

Code No.: 7684

Sub. Code: ZBAE 4 A

M.B.A. (CBCS) DEGREE EXAMINATION,  
APRIL 2023.

Fourth Semester

Business Administration – Elective

WAREHOUSE MANAGEMENT

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. \_\_\_\_\_ is the process of storing goods which are to be distributed later.
- (a) Inventory                      (b) Warehousing  
(c) Customer Service      (d) ABC Analysis

2. \_\_\_\_\_ refers to all the items, goods, merchandise, and materials held by a business for selling in the market to earn a profit.
- (a) Inventory                      (b) Warehousing  
(c) Customer Service      (d) ABC Analysis
3. \_\_\_\_\_ is an accounting method in which assets purchased or acquired first are disposed of first.
- (a) FIFO                              (b) LIFO  
(c) EOQ                              (d) ABC Analysis
4. Drop-shipping is when a person, or company, sells goods on their website that they do not keep in stock.
- (a) FIFO                              (b) LIFO  
(c) Drop shipping              (d) ABC Analysis
5. \_\_\_\_\_ is a material handling storage aid system designed to store materials on pallets (or "skids").
- (a) Shelving                      (b) Pallet rack  
(c) Multi-tier racking      (d) Mezzanine flooring
6. \_\_\_\_\_ may be used in addition to the primary location when required by seasonal fluctuations.
- (a) Fixed Location              (b) Pallet rack  
(c) Multi-tier racking      (d) Random locations

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7. \_\_\_\_\_ is a measure of economic performance that compares the amount of goods and services produced (output) with the amount of inputs used to produce those goods and services.

- (a) Production (b) Productivity  
(c) Efficient (d) Efficiency

8. \_\_\_\_\_ is an inspection typically performed by warehouse managers and leadership teams to gauge performance and efficiency.

- (a) Warehouse audit (b) Auditing  
(c) Efficient (d) Efficiency

9. A good \_\_\_\_\_ program plans and manages the orderly storage and movement of materials from point of entry to exit.

- (a) warehouse audit (b) Auditing  
(c) Housekeeping (d) Maintenance

10. \_\_\_\_\_ "is the creation and application of technology to monitor and control the production and delivery of products and services."

- (a) Mechanization (b) Auditing  
(c) Housekeeping (d) Automation

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**PART B — (5 × 5 = 25 marks)**

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What are the objectives of warehousing? Explain.

Or

- (b) What is modern warehouse? Explain.

12. (a) What is Reorder point? Give examples.

Or

- (b) Explain the record accuracy of inventory.

13. (a) What are the size and shape of the warehouse?

Or

- (b) Explain the fixed location with examples.

14. (a) What is productivity? Explain.

Or

- (b) What are the indicators of warehousing key performance?

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15. (a) What are the procedure for good housekeeping inside the warehouse?

Or

- (b) What are the causes of damage?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Explain the warehouse management process in detail.

Or

- (b) Explain the merits and demerits of computerization of warehouse activities.

17. (a) What is ABC classification? Write its uses.

Or

- (b) Explain in detail about the LIFO method. Write its pros and cons.

18. (a) Explain the factors to be considered while planning for the warehouse layout.

Or

- (b) Explain the types of storage systems.

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19. (a) Explain the objectives and components of the warehouse audit.

Or

- (b) What are the steps to be followed before, during and after the audit? Explain.

20. (a) Explain the features of Microsoft Dynamic 365 SCM. Write its pros and cons.

Or

- (b) Explain in detail about the Automation and IT systems in warehouse operations and management.
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