



**The Chartered  
Institute of Logistics  
and Transport**

**INTERNATIONAL CERTIFICATE IN LOGISTICS AND TRANSPORT**

**WAREHOUSING**

**09-L3**

**FEBRUARY 2023**

**SUPPLEMENTARY EXAMINATION**

**Instructions to Candidates**

- Duration of examination: **2:30 hours**
- **Answer SECTION A (Compulsory) and any 3 Questions in SECTION B**
- Questions may be answered in any order
- Allocation of marks is indicated along each question
- Credit will be given for citing relevant examples
- Write legibly

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**Section A COMPLUSORY**

**(40 marks)**

**Question 1**

- a) Explain your understanding of the following terms and acronyms as they relate to warehouse management:
- |                        |                  |
|------------------------|------------------|
| i) Pilferage           | <b>(3 marks)</b> |
| ii) Theft              | <b>(3 marks)</b> |
| iii) Reverse Logistics | <b>(5 marks)</b> |
| iv) Overstocking       | <b>(4 marks)</b> |
| v) Pareto principle    | <b>(4 marks)</b> |
| vi) FEFO               | <b>(4 marks)</b> |
- b) Describe the steps you would take when receiving stock in a warehouse **(7 marks)**
- c) Why are stock counts important in a warehouse **(10 marks)**

## **SECTION B**

### **Answer and THREE questions**

#### **Question 1**

For a warehouse of your choice, list and outline the rules, methods and practices that Warehouse Managers undertake to minimize the risk of accidents and incidents involving the operation of FLT's. **(20 marks)**

#### **Question 2**

Explain any five warehouse related Key Performance Indicators and their importance to a warehousing operation. **(20 marks)**

#### **Question 3**

a) List and explain the advantages and disadvantages associated with both the 'picker to goods' and 'goods to picker' processes. **(14 marks)**

b) Explain the measures that can be taken to improve picking efficiency in a warehouse. **(8 marks)**

#### **Question 4**

Explain the four major warehousing processes and their importance to a successful warehousing operation. **(20 marks)**