INTERNATIONAL CERTIFICATE IN LOGISTICS AND TRANSPORT

WAREHOUSING

O1-L3

NOVEMBER 2023

Note to Candidates
Candidates are advised to spend NOT more than 60 minutes in Section A and not more than 40 minutes on each on each question in Section B. Credit will be for citing relevant examples. Write neatly and legibly.

Answer ALL Questions in Section A and any 3 questions in Section B.
All Questions in Section B carry 25 marks.

2.30 HOURS

Section A Compulsory **(40 marks)**

a). Explain your understanding of the following put away methods:

   i) Cross docking **(3 marks)**

   ii) Racking **(3 marks)**

   iii) Manual storage **(3 marks)**

   iv) Bulk storage **(3 marks)**

b) A hardware owner has ordered a container full of building materials and the container has arrived in Harare.

Explain briefly any **four (4)** of the 6 basic conditions/ rights you would check. **(8 marks)**

c) Explain any five basic order picking principles that you know. **(10 marks)**

d) Customer demand is not always flat, regular, and predictable. List five items that do not have a flat, regular, or predictable demand and state what   can cause the peaks and troughs in demand. **(10 marks**)

(Total 40 marks)

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Section B

 Answer any 3 questions and each question.

QUESTION 1

Explain five factors that influence the decisions concerning the location of a warehouse.

(20 marks)

QUESTION 2

'The characteristics of goods to be received will affect decisions relating to storage systems'. Explain the key product characteristics and their influence on storage requirements.

(20 marks)

QUESTION 3

Discuss the health and safety measures necessary in a warehouse operation.   **(20 marks)**

QUESTION 4

'Warehouses are a key link in the supply chain's ability to perform many essential functions to facilitate efficient service levels to the customer'. Discuss   **(20 marks)**

QUESTION 5

For a warehouse of your choice, list and explain the resources that the warehouse manager must plan and control.   **(20 marks)**