

1903/101
WAREHOUSING OPERATIONS
AND STOCK CONTROL
November 2018
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
CRAFT CERTIFICATE IN SUPPLY CHAIN MANAGEMENT

MODULE I

WAREHOUSING OPERATIONS AND STOCK CONTROL

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of TWO sections; A and B.

Answer ALL questions in section A and any other FOUR questions from section B in the answer booklet provided.

Candidates should answer the questions in English.

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A (32 marks)

Answer ALL the questions in this section.

1. The production store is one type of warehouses that may be set up in a manufacturing firm. State **three** roles of such a warehouse. (3 marks)
2. Juma, a warehouse officer has been posted to the receipt section. List **three** tools that he may use to determine the quantity of goods delivered by a supplier. (3 marks)
3. State **three** disadvantages to a retail firm that fails to properly classify its goods. (3 marks)
4. Identify **three** types of information that should be contained in a stores location index. (3 marks)
5. State **two** reasons that make it necessary for a warehouse officer to devise an appropriate stores layout in the warehouse. (2 marks)
6. Identify **three** methods that may be used to appropriately preserve goods which fall under cereals. (3 marks)
7. List **two** types of cranes which may be used in handling goods at a warehouse. (2 marks)
8. State **three** criteria upon which overall stock control activity in an organization may be based. (3 marks)
9. State **three** items of information which a warehouse officer can obtain from a goods inwards register. (3 marks)
10. Identify **three** parties in an organization who may be involved in a stock-checking exercise in an organization. (3 marks)
11. State **two** measures that a warehouse clerk should take to enhance the security of attractive goods in a warehouse. (2 marks)
12. State **two** factors that may limit the use of polythene bags in packaging goods for customers. (2 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

13. (a) The management of Kiko Enterprises has rejected a site proposed for its warehouse. Outline **six** reasons that may have influenced the management to reject the site. (9 marks)
- (b) Explain **four** circumstances under which an organization may find it appropriate to defer the delivery of goods by a supplier. (8 marks)
14. (a) Outline **four** disadvantages to an organization of using the bar coding method of identifying goods. (8 marks)
- (b) Describe **six** steps that a stores officer should follow when devising a location method for goods in warehouse. (9 marks)
15. (a) Ako superstores has been experiencing low customer patronage which is attributed to the poor stores layout. Describe **six** features of the stores layout which may account for the poor customer patronage. (9 marks)
- (b) Outline **four** circumstances under which an organization may find it inappropriate to package certain types of goods in its warehousing operations. (8 marks)
16. (a) Explain **six** measures that a retail outlet manager should take to enhance efficiency in the materials handling activity of the firm. (9 marks)
- (b) Some companies do not like the use of the imprest stock control method in their warehousing operations. Outline **four** reasons that may account for this situation. (8 marks)
17. (a) Many firms are increasingly abandoning the use of the manual method of preparing their stores records. Outline **six** reasons that may account for this trend. (9 marks)
- (b) Outline **four** roles that a warehouse clerk is expected to play in the process of a stocktaking exercise in an organization. (8 marks)

THIS IS THE LAST PRINTED PAGE.