



**DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY
UNIVERSITY EXAMINATION 2015/2016**

**SECOND YEAR SEMESTER I EXAMINATION FOR BACHELOR OF PURCHASING
AND SUPPLIES MANAGEMENT**

HPS 2207: DISTRIBUTION AND WAREHOUSING

DATE: 4TH SEPTEMBER 2015

TIME: 11.00AM-1.00PM

INSTRUCTIONS: Answer QUESTION ONE and any other TWO QUESTIONS.

QUESTION ONE

CASE STUDY

MAGEMO DISTRIBUTION CENTRE

The above mentioned is a large distribution center in a densely populated town. The center deals in storage and supplies/distribution of various products ranging from common user items, soft drinks stationery, hardware, plastics and other uncountable accessories.

It is a very busy entity serving the population of customers not less than fifty customers per minute manually served. At the end of the day it handles not less than ten thousand customers. Sometimes customers complain of long queues, delays and mistreatment of customers by certain workers. A survey which was done on the center in the year 2008 released that some customers were moving away to other centers where they feel wanted and the center (Magemo) is at the verge of collapsing unless urgent measures are taken by management of the center to sort out the problems facing the consumers. The biggest problem is the enhancement of customer service.

Required:

- a) Identify steps the center should take in order to enhance customer services and reduce their complains (7 marks)
- b) Outline **five** types of infrastructure to be put in place in order to improve and hasten on servicing to customers, delivering, and taking away the goods (10 marks)
- c) State **four** types of handling equipment relevant for such distribution center clearly indicating the relevance. (8 marks)
- d) Explain the procedures of undertaking variety reduction within the warehouse. (5 marks)

QUESTION TWO

- a) Okwao Company Ltd has been incurring a lot of costs in distribution of its materials. Explain the practices which would lead to reduction on internal distribution cost. (12 marks)

- b) Explain **Four** material handling equipment for handling palletized goods. (8 marks)

QUESTION THREE

- a) Materials handling equipment are an investment in warehousing management. Describe health and safety practices for material handling equipment operators. (10 marks)
- b) Explain any **FIVE** disadvantages of employing a centralized stores activities' system. (10 marks)

QUESTION FOUR

- a) Explain the techniques which a distribution manager would use in forecasting the organization requirements. (10 marks)
- b) Highlight the role of information technology in managing the distribution network for an organization. (10 marks)

QUESTION FIVE

- a) Explain **ten** possible logistics to consider;
- i) When packaging goods. (8 marks)
- ii) When transporting goods from point A to point B. (Goods on Transit) (5 marks)
- b) Distinguish between public and private warehouses. (7 marks)