



DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY
UNIVERSITY EXAMINATION 2016/2017
BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT
SUPPLEMENTARY/SPECIAL EXAMINATION
HPS 2207: DISTRIBUTION AND WAREHOUSING

DATE: FEBRUARY 2017

TIME: 2 HOURS

INSTRUCTIONS: Answer **QUESTION ONE** and any other **TWO QUESTIONS**.

Question one (30 marks)

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

QUESTION TWO (20 marks)

- 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 (20 marks)

- 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 (20 marks)

- 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 (20 marks)

- a) Explain **ten** possible logistics to consider; When packaging goods (10 marks)
- b) Distinguish between public and private warehouses. (10 marks)