

M-EPA-WOP2002 – Exemplar Answers

This document contains exemplar answers that show the level of depth and breadth required to answer each of the questions to gain full marks in the mock test. As a rule, learners should provide one key point for each mark required within the question.

Important information for Centres:

- A mark scheme for an open-response exam is kept under constant review and is updated by the chief examiner as and when markers find alternative acceptable answers that should be included
 - For all questions, alternative correct answers will be accepted and awarded marks
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1) State **one** main function of warehousing in the supply chain industry.

(1 mark)

To receive, store and dispatch goods to customers:

K7 - The structure of the industry

2) Give **one** action an operative must do **before** using a piece of equipment that they have already been trained to use.

(1 mark)

An operative must undertake pre-use checks to ensure the equipment is safe to use:

K3 - Safe use of equipment and machinery

3) Give **one** reason why the key should be **removed** from a fork-lift truck after use.

(1 mark)

To prevent unauthorised persons from using it:

K1 - Safe and controlled driving and/or operating techniques relating to materials handling equipment

4) State **one** benefit of using an effective stock control system.

(1 mark)

It allows you to keep track of products easily and monitor the movement of stock:

K4 - How to use warehouse systems and processes relating to packaging, moving and receiving stock

- 5) State **one** of the safest ways to stack goods when using a hand pallet truck. **(1 mark)**

Stack the goods so that you still have a clear view over the load and make sure the goods are secure prior to moving:

K1 - Safe and controlled driving and/or operating techniques relating to materials handling equipment.

- 6) State **one** benefit to a warehouse of using a bar code scanning system. **(1 mark)**

Stock reports are more accurate as it reduces the possibility of human error:

K5 - How to use relevant IT, technology, and systems

- 7) State **one** of the most appropriate methods to ensure that the correct delivery of stock has been received. **(1 mark)**

Check the delivery against the delivery note to make sure it matches exactly:

K4 - How to use warehouse systems and processes relating to packaging, moving and receiving stock

- 8) State **one** of the main responsibilities of an **employee** under health and safety legislation. **(1 mark)**

To wear the appropriate PPE for the task in hand and the environment the employee is working in:

K6 - Relevant regulation and legislation governing the Supply Chain Industry

- 9) State **one** requirement under LOLER (Lifting Operations and Lifting Equipment Regulations). **(1 mark)**

That the Lifting Equipment must be suitable for the job:

K6 - Relevant regulation and legislation governing the Supply Chain Industry

10) Outline **two** ways that warehouse operatives can work to **minimise** their impact on the environment.

(2 marks)

1. By recycling waste correctly.
2. By only using as much packing material as is required for the safety and security of the product:

K2 - The environmental impact of the industry and how it can be minimised

11) State **one** benefit of providing excellent customer service.

(1 mark)

It can lead to a good reputation for the company and consequentially an increase in customers and sales:

K8 - The importance of delivering excellent customer service

12) State **one** key feature of a company's brand.

(1 mark)

It's a feature that distinguishes the organisation from its rivals for example a company logo:

K9 - The vision, objectives and brand of the organisation

13) State **one** way to keep up to date with new technology.

(1 mark)

Attending any training updates:

K10 - Proposed and actual changes to systems, processes and technology

14) You are explaining the fire and evacuation procedures to a new employee as part of their induction in the warehouse. Give **two** examples of how you can check that they understand the procedures you have explained.

(2 marks)

1. Ask them to repeat back to you their understanding of the procedure
2. Ask questions to check their understanding:

B1 - Communicate effectively with customers and colleagues

15) You realise that there is a more efficient method of stock counting that is carried out by you and your colleagues. Give **two** ways that you can put your ideas across.

(2 marks)

1. Speak to the team leader to put your idea across
2. Complete a suggestion form and send it to management:

B2 - Work effectively in a warehousing team

16) During a particularly busy period, you make a dispatch error that costs your team their monthly bonus. Give **two** examples of how you could handle this situation.

(2 marks)

1. Own up, admit to the error and apologise.
2. Learn from the mistake to reduce the chance of it happening again such as asking for more training if required:

B3 - Demonstrate integrity, credibility, positivity and honesty

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| Total Mark | /20 |
| Overall Pass/Distinction/Fail | |