



Warehousing Productivity Measures Assessment Answer Key

Name: _____

Date: _____

1. A “mispick” refers to
 - A. a mistake made during the staging process.
 - B. *an error made during the order picking process.*
 - C. an error made in the process of slotting
 - D. None of the above.
2. The term “Inventory Turns” is used to determine how fast inventory “turns over” completely during a given period of time.
 - A. *True*
 - B. False
3. Warehousing “Metrics” refers to
 - A. *measurements used monitor warehousing business’ performance.*
 - B. the physical measurement of warehouse space requirements.
 - C. neither “A” nor “B”
4. Which of the following might be included in a warehousing performance metrics system?
 - A. Orders Picked
 - B. Lines picked
 - C. Items Picked
 - D. *All of the above.*



5. Match the warehousing performance metric with its definition.
- | | | |
|------------------|----------|--|
| A. Lines Picked | <u>B</u> | This metric takes into account the number of orders, the number of lines and the number of items picked. |
| B. Items Picked | <u>A</u> | This metric tells us how many line-items were removed from the warehouse to fill orders. |
| C. Orders Picked | <u>C</u> | This metric measures performance by counting the number of orders completed. |
6. When measuring “order completion time” (or order cycle time), which of the following may be included?
- A. The order entry process.
 - B. Manufacturing or assembly
 - C. Picking
 - D. Packaging and shipping
 - E. *All of the above.*
7. An order was placed at 9:30 AM on Tuesday. It was shipped on the same day at 4:30 PM. What was the order completion time?
- 7 hours*
8. A warehouse has 10 employees who are scheduled to work a full 5-day week. How many man-hours will be worked?
- 400 man-hours*



9. _____ is the greatest contributor to product damages.
- A. Light weight containers
 - B. *Improper handling*
 - C. Poor packaging
 - D. None of the above.
10. "Order Completion Time" begins
- A. *the moment a customer places an order.*
 - B. when the distribution center receives an order.
 - C. when the order begins to be manufactured.
 - D. None of the above.