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“ASSESSING THE IMPORTANCE OF WAREHOUSE MANAGEMNT IN HUMANITERIAN ORGANIZATIONS; CASE STUDY OF MSF MISIÓN- SOUTH SUDAN”

BY

STEWARD EMMANUEL ELIKANA MIGIDO

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**DECLARATION**

I certify that all the information in this research paper is my own work has been identified and that no material is included for which a degree has previously been conferred on me

(Signature): ……………………………………… (Date): ………………………………...

Steward Emmanuel Elikana Migido

AIPMS/224/2019

**DEDICATION**

I wish to dedicate this to my lovely family who have been there for me more specially my loving parents, Mr. Emmanuel Elikana and Miss. Cecilia Samuel for their moral and financial support throughout this program.

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# CHAPTER ONE; INTRODUCTION

# 1.0 Introduction

Assessing The Important of Warehouse Management in Humanitarian Organization; Case Study of Msf Mission- South Sudan”

# 1.1 Background Information

The warehousing concept takes us way back to the creation of granaries to store food, which was stored for drought and famine and this food was available for purchase in the conditions of emergency, famine, drought etc. As the European explorers began to discover new shipping trade routes all over the world, the importance of warehouses grew for the storage of products and commodities which were brought from far way places. The ports were the main locations of the warehouses, since majority of the trade between the countries was carried by ships. In early days’ man used to store excess food and keeping animals for emergency surplus. As the civilisation developed, local warehouses were introduced. Normally merchandise is stored in connection with shipping, trading, and manufacturing activities. During the Middle Ages improvement in human knowledge gave rise to warehousing to handle the storage of shipped items. The first known major commercial warehouse was built in Venice, a centre of major trade routes. In late 1800’s in the United States, transportation between port cities and inland cities were effectively provided by railroad. During this time period because of monopoly on both warehousing and freight by railroad companies favoured large corporations, giving them free warehousing services with the use of the rail roads. The warehousing facility was provided as an additional [service to transportation](http://www.loginextsolutions.com/industries/transportation), and the service so provided was part of the clearance terminal. The word terminal describes the warehouses were located in the centre of the city, normally close to the wholesale market district and railroad depot. Tompkins, Smith, 1998). During World War II, the fork lift truck and wooden pallets were introduced. Stacking height of merchandise was increased to 30 feet, nearly a 300 present increase due the mass production of forklift truck. Warehousing systems have seen a continuous growth throughout the history, they have been moving forward from local storehouses during the middle ages to multi-million dollar facilities. In 1960's and 1970's in the US automated warehousing meant automated storage/Retrieval systems (AS/RS). The main factor which gave rise to this development was the doubling of the value of business inventories between 1962 and 1972 and the value was tripled between 1972 and 1982. After the late 1980s the AS/RS systems became obsolete and more emphasis was paid on reducing inventories, small batch production and Just in time delivery. (Tompkins, Smith, 1998). JIT concept is based on delivering product directly from the factory to the retail outlet without the use of warehouse, but in some cases like offshore outsourcing and off-shoring in about the same time period, the distance between manufacturer and the retailer increases considerably in many regions which builds the need of at least one warehouse per region or per country for a given range of products in any typical supply chain. (Tompkins, Smith, 1998). Recent developments in marketing field have led to the development of warehouse designing style, where the same warehouse is used for warehousing and also as a retail store. These types of warehouses are equipped with tall heavy duty industrial racks, with the items which are ready for sale are placed in the bottom parts of the racks and the palletized and wrapped inventory items being usually placed in the top parts. Warehousing concept is used as a sharp tool by manufacturers to reach directly to consumers by avoiding or bypassing importers or other middle agencies. (Tompkins, Smith, 1998) Tompkins (1998) portrayed that warehouse efficiency has now turned into a centre of competency or a strategic weapon that numerous organizations use to improve their situations in the market. In the meantime, warehouse efficiency is experiencing unconceivable difficulties that influence progress toward excellence. Earlier, warehousing was seen as a steady industry to other functional areas;

# 1.2 Statement of The Study

In general, the most common issue in inaccurate inventory counts is human error. Initial counts, regular inventory counts or errors in everyday order picking can create significant discrepancies in the count in your inventory management system compared to on-hand inventory. Many of these problems can be attributed to time factors, while other issues may lie in the realm of insufficient training on the inventory management system. When workers are confronted with a conflicting issue in the system, they are more likely to bypass it, in favour of facilitating delivery to the customer. Over the period of 6 months to a year, these errors can accumulate, leaving puzzling gaps in the inventory count.

# 1.3 General Research Objectives

The overall objective is to “Assess the importance of warehouse management in humanitarian organization; case study of MSF mission- South Sudan.

# 1.3.1 Specific Research Objective

The study is guided by two specific objectives as follows bellows,

I. To assess the important and operation of warehousing in MSF operation in South Sudan.

II. To Assess the different types of warehousing.

## 1.4 Justification of The Research

For most commercial supply chains, the value will be strongly correlated with supply chain profitability, the difference between the revenue generated from the customer and the overall cost across the supply chain. For most commercial supply chains, the value will be strongly correlated with supply chain profitability, the difference between the revenue generated from the customer and the overall cost across the supply chain. For example, a customer purchasing a computer from Dell pays $2,000, which represents the revenue the supply china receives. Dell and other stages of the supply chain incur costs to convey information, produce components, store them, transport them, transfer funds, and so on. The difference between the $2,000 that the customer paid and the sum of all costs incurred by the supply chain to produce and distribute the computer represents the supply chain profitability. Supply chain profitability is the total profit to be shared across all supply chain. Supply chain success should be measured in terms of supply chain profitability and not in terms of the profits at an individual stage. Having defined the success of a supply chain in terms of supply chain profitability, the next logical step is to look for sources of [revenue](http://www.investopedia.com/terms/r/revenue.asp?o=40186&l=dir&qsrc=999&qo=investopediaSiteSearch) and cost. For any supply chain, there is only one source of revenue: the customer. At Wal-Mart, a customer purchasing detergent is the only one providing positive cash flow for the supply chain. All other cash flows are simply fund exchanges that occur within the supply chain given that different stages have different owners. When Wal-Mart pays its supplier, it is taking a portion of the funds the customer provides and passing that money on to the supplier. All flows of information, product, or funds generate costs within the supply chain. Warehouses provide economies of scale through efficient operations, storage capacity and a central location. Economic benefits are realized, for example, through consolidation and accumulation operations. Consolidation operations cut outbound delivery costs for both the business and its customers. Instead of shipping items individually from multiple sources, items are delivered to a central warehouse, packaged together and shipped back out as a complete order. Warehousing can also be defined as assumption of responsibility for the storage of goods. By storing the goods throughout the year and releasing them as and when they are needed, warehousing creates time utility. Our Value added warehousing services are those which complement and enhance warehousing, transportation, and logistics offerings. Using our services enables companies to lower inventory footprints of finished goods by delaying the labelling and final assembly of products until customer orders are received. This is a cost effective supply chain strategy that gives companies more flexibility over their inventory. Warehouse management is the art of movement and storage of materials throughout the warehouse. Warehouse management monitors the progress of products through the warehouse. It involves the physical warehouse infrastructure, tracking systems, [material handling](http://www.worlifts.co.uk/blog/?p=558) and communication between product stations. Warehouse management deals with receipt, storage and movement of goods usually finished goods and includes functions like warehouse master record, item/ warehouse cross-reference lists and such things as on hand, allocated, transfers in process, transfer in process, and transfer lead time, safety stock, and fields for accumulating statistics by location. A warehouse manager needs to perform several crucial functions such as overseeing and recording deliveries and pickups, loading and unloading materials and supplies, maintaining inventory records and tracking system, determining appropriate places for storage, rotating stock as needed and adjusting inventory levels to reflect receipts and disbursements. An individual handling the warehouse management needs to have knowledge about inventory control and warehousing systems, loading and unloading procedures, risky and materials storage and mathematical knowledge. A warehouse management system is a critical component of an effective overall supply chain management systems solution. Warehouse management system began as a system to control movement and storage of materials within a warehouse. Today it even incorporates tasks such as light manufacturing, transportation management, order management, and entire accounting systems.

# 1.5 Conceptual Frame Work

The transport and distribution of process is affect the entire operation of the Humanitarian organization in South Sudan more specially MSF operation in Jubek State.

Has transport, distribution is the only process for medical and Non-food items (NFIs) to reach the baneberries and the AID worker in the country, dispute all the mentioned challenges aids workers find it difficult to reach the beneficiaries as the population is in need of basic needs.

In this study its speculated that organization performance is affected by poor warehousing management, because the team are not able to identify the needs of operation, poor management of inventory to the operation, poor packaging and shipment of the items to wrong destination and poor handling of product in the warehousing.

Dependent variable

* Put away
* Replenishment
* Logistics
* Cost

Independent Variable

* Warehousing management
* Location of the warehousing
* Cross docking
* Time utility

Influency variable

Challenge facing the organization

* Lack of skilled labour
* Insecurity

# CHAPTER TWO

# LITERATURE REVIEW

# 2.1 Introduction

A warehouse may be defined as a place used for the storage or accumulation of goods. The function of storage can be carried out successful with the help of warehouses used for storing the goods. Warehousing can also be defined as assumption of responsibility for the storage of goods. By storing the goods throughout the year and releasing them as and when they are needed, warehousing creates time utility. Warehouse plays a vital and strategic role in any firm. Rushton et al. (2014), argues that, there are a number of strategic role played by warehouses. Such role is that, warehouses are used to hold buffer inventory in physical distribution system, reconstitutions of loads, bulk breaking, consolidation and customer specific forward delivery. They are value addition and distribution centre, their proximity to productions units ensures minimal production cycles time. Minette8 (2015), stated in his final thesis that, warehouse create time utility by bridging that time gap between production and consumption of goods. On the researcher’s point of view, warehouse is seen as a place (covered or uncovered) where goods are stored, sorted and cross-docked. In simply terms, warehouse is a structure where goods are kept. Warehouses are located or built for number of reasons. Minette (2015), mentioned in his thesis that, warehousing necessary for some reasons such as seasonal production, agricultural commodities etc. Another reason why a firm will need warehouse is due to the continuous production of goods in factories that demands adequate supply of raw materials. Warehouses are classified into several bases such as the service rendered, ownership and the type of storage. According to Min (2006), there are various types of warehouse such as: Public Warehouse which are run to store goods of the general public, Private Warehouse which are owned and managed by the an individual or traders to store exclusively their own inventory and Government Warehouse are the warehouses that are owned, managed and controlled by the central or state government, local authorities or public corporations. But there is Bonded Warehouse where the owned, management, and the controls are in the hands of both the private individuals and the state.

# 2.2 CONCEPT OF WAREHOUSING IN HUMANTERIAN ORGNAZATION

Warehouse is “a planned space for the efficient storage and handling of goods and materials”. In that sense, we can use the words “warehouse” and “distribution centre” interchangeably. What’s important to note in the definition is the use of the words “planned” and “efficiencyWarehouses or distribution centres are places where raw materials, semi-finished or finished goods are stored. They represent an interruption in the flow of material and thus add cost to the system. Items should be warehoused only if there is an offsetting benefit gained from storing them. Warehouses include plant warehouses, regional warehouses, and local warehouses. They may be owned and operated by the supplier or intermediaries such as wholesalers, or they may be public warehouses. The latter offer a general service to their public that includes providing storage space and warehouse services some warehouses specialize in the kinds of services they offer and the goods they store.

**The general warehouse** where goods are stored for long periods and where the prime purpose is to protect goods until they are needed There is minimal handling, movement, and relationship to transportation. Furniture storage or a depository for documents is examples of this type of storage. It is also the type used for inventories accumulated in anticipation of seasonal sales.

**The distribution warehouse** has a dynamic purpose of movement and mixing. Goods are received in large-volume uniform lots, stored briefly, and then broken down into small individual orders of different items required by the customer in the marketplace. The emphasis is on movement and handling rather than on storage. This type of warehouse is widely used in distribution systems. The size of the warehouse is not so much its physical size as it is the throughput or volume of traffic handled.

**Transportation consolidation** as discussed before, transportation costs can be reduced by using that concept of warehouse. This is accomplished by consolidating small (LTL) shipments into large (TL) shipments.Consolidation can occur in both the supply and distribution systems. In physical supply, LTL shipments from several suppliers can be consolidated at a warehouse before being shipped as TL to the factory. In physical distribution, TL shipments can be made to a distant warehouse and LTL shipments made to local users.

**Product mixing** although transportation consolidation is concerned with the reduction of transportation costs, product mixing deals with the grouping of different items into an order and the economics that warehouse can provide in doing this. When customers place orders, they often want a mix of products that are produced in different locations. Without a distribution centre, customers would have to order from each source and pay for LTL transport from each source. Using a distribution centre, orders can be placed and delivered from a central location.

# 2.3 Best Practices of Warehouse

Evolving from warehouses and throughput centres, distribution centres are driven by technology and focus on relationships with suppliers and customers. They provide transportation, labelling, and packing, order fulfilment, cross-docking, order preparation and processing, shipping, receiving, performance measurement, returned goods processing, as well as whatever other processes external and internal departments and stakeholders need. Safe and efficient practices are necessary to reduce errors, labour and cycle time, and increase accuracy and service. Below are some guidelines distribution professionals should keep in mind:

**2.3.1 Track Everything**

Tracking all material moves and making sure that everything is put away in the right spot, from the rack to shelving, is essential. Scan all destination locations; assign locations close to pick slots where the product will be needed next and put fast-moving items in areas that are easy to access. Any step that cannot be tracked or recorded in the transaction should be eliminated or placed on a list of movements to fix.

**2.3.2Automate Data Collection**

Recording data automatically can increase productivity and accuracy, and lower labour costs. Capturing real-time information using bar codes and radio frequency identification tags can get products off the dock quickly and reduce human issues typically caused by manual receiving, such as counting and data errors, from the tracking process. Automatic data collection also increases historical information, which allows managers to change product locations based on order consistency and picking difficulty.

**2.3.3 Synchronize Data**

Synchronizing all real-time data captured in a warehouse management system (WMS) improves company visibility and streamlines data integration. In addition to tracking SKUs, storage types and other warehouse data, using the appropriate scan validation steps is also essential to maintaining inventory accuracy.

**2.3.4 Increase Visibility of Operations**

All of this tracking, collection and synchronization data increases the visibility of warehouse operations across all departments. Using a WMS and any additional solution such as Enterprise Resource Planning software can help facilitate access to data.

**2.3.5 Implement Vendor Compliance Programs**

Require suppliers to provide detailed information like standard case quantities, advanced shipment notifications and accurate labels, such as RFID tags or barcode labels, for incoming shipments. Vendor compliance programs require distribution centres to collaborate with suppliers on merchandising and procurement. Companies will sometimes hire a vendor compliance manager to measure and monitor supplier performance.

**2.3.6 Streamline Picking Processes**

To increase productivity, implement order picking strategies that can save travel time. Mapping routes based on time and distance using WMS technology can identify the most efficient route, or analyse facility maps to align with strategy.

**2.3.7 Minimize Manual Steps Needed**

Creating automated lines through robotic assistance or physical space improvements can help decrease the manual steps needed. The use of a shipping carton instead of a tote, implementing print-and-apply labelling systems, offering in-motion weighing and manifesting, having semi-automated and automated sealing/taping stations can all reduce employee touches.

**2.3.8 Use Cross Docking**

Cross-docking reduces material handling and warehouse storage time because products are shipped out shortly after arriving at the dock.

Loading products from one transportation to another bypass warehousing and stockpiling by sorting the products in a staging area before reloading them directly onto the next vehicle

**2.3.9 Focus on Warehouse Replenishment**

Use information system and structured movement processes to replenish warehouse stock. Defining both receiving process and stock locations can lead to time and cost savings.

**2.3.10 Emphasize Employee Training**

Having well-trained and cross-functional employees support a more productive work environment. Employees need to be well-versed in the right processes and skills, especially safety operations. Going beyond training employees on machinery and creating organizational goals, making metrics for individual performance and team efficiency goals can help each employee feel responsible for the part played in the complex processes at work in a warehouse distribution centre. Employees will also feel motivated to become more efficient at their tasks, which enhance the productivity of the company.

# 2.4 Warehouse Operations

There are many types of warehouse with many variations in terms of goods handled. Even though warehouses differ in size, types, functions, ownership and location, there are some fundamental activities undertaken in each and every warehouse. Below illustrate is a high-level of representation of a warehouse operation. Operation decisions define the material flow in a warehouse, which is elaborated in the following. First, items arrive and received in the facility. Then the item is either forwarded to the shipping area or allocated in a storage location. The best storage location is close to a dock so that the cost of unloading the items at a dock and transporting them to the storage area and accessing items and transferring them to a dock for loading is minimized. As a result, items compete for storage locations that are closest to the docks (Ahuja et al., 1993). When an order is received, the picker retrieves the ordered items. Note that the retrieval can be triggered either by an order for item replenishment in the forward storage area or by a customer order. To ensure efficiency, the picker should follow a route that minimizes the cost of the retrieval. Order consolidation can be considered to facilitate an efficient picking. The sorting is necessary if items have to be clustered by customer order after the completion of the picking (De Koster et al., 2007). Finally, items are loaded on the carriers and shipped. The main stages in this process are: receiving, storage, order picking, and shipping.

# 2.4.1 Receiving and Shipping

Receiving and shipping are warehouse operations, which represent two extreme connection points of the warehouse procedures. Receiving includes typically carrier processing (i.e., unloading), item identification, recording the goods receipt, quantity and quality inspection, un-packing, and sorting activities; whereas, shipping includes finishing, batching, packing, and loading operations. The truck-to-dock assignment problem emerges in multi-door warehouses, where a set of docks are available to process a set of carriers and the problem is to assign the docks to the carriers so that some performance criteria are met. Tsui and Chang (1990) is among the first studies on the truck–to–dock assignment problem with the objective to minimize total travel time inside the facility. The authors present a bilinear objective formulation and provide a local search algorithm. For the same formulation, (Tsui, L.Y; Chang, C-H, 1992), describe a branch-and-bound algorithm. The paper of Oh et al. (2006) presents the problem in the context of a mail distribution centre and proposes a genetic algorithm heuristic. Miao et al. (2009), considered the problem with operational time constraints assuming that trucks are prescheduled with hard time windows during which a dock is fully occupied; tabu search and a genetic algorithm are proposed in the paper. When several trucks are to be processed at a facility with limited number of docks, the truck scheduling policy determines the order of trucks. That is, the truck scheduling problem is the problem of defining the start and completion times for the processing of each truck so that some performance criteria are met. In this problem, the time dimension is taken into account; hence the objective function also tends to be time-related, such as the minimization of makespan, defined as the completion time of the last outbound vehicle (Boysen, N. and M. Fliedner, 2010). For excellent reviews on truck scheduling the reader is referred to (Agustina, D.; C.K.M. Lee, and R. Piplani, 2010) and (Boysen, N. and M. Fliedner,

# 2.4.2 Put-Away

Wen goods are being received in the warehouse, there is a need for the received goods to be moved to the inventory storage location. Most often, the storage location for each product depends on its “velocity.” High velocity items (those that are fast movers rather than slower movers) will be stored closer to the packing/ loading stations. Velocity and size particularly for smaller items and each pick products that can be stored in high density areas for fast picking with little to no travel time for those doing the picking. However, there are other process engineering issues related to optimal put-away locations. Uniting related items and locations into categories, understanding dimensions, weight, unit of measure, temperature requirements, whether it can be mixed with other items in a location, hazard classifications, finished goods or raw material, etc.

# 2.4.3 Replenishment

Replenishment is simply moving goods from their storage location to the convenient pick location in other to ensure smooth and efficient picking. In the case of high velocity items the warehouse may have two storage locations; one that is convenient for the pickers to access (typically the floor slot location), and one that is farther away but has more storage room (typically the upper rack levels where full pallets are stored). The result of a poor replenishment is order shortages, increased picking times and reduction in service level. Replenishment is typically done by the same staff that handles put-away; pickers would rarely be involved in replenishment. Late replenishment can occur where staff have picked out of sequence and emptied the pick bays before the replenishment team have had the opportunity to top up the location. Timing is very vital when dealing with replenishment. Replenishment can take place during breaks or after picking has been completed for the day (Simchi-Levi, Kaminsky, & Simchi-Levi, 2008).

# 2.4.4 Cross Docking

It’s a logistics activity that attempts to reduce costs and total lead time. In its purest form cross docking is the action of breaking down received items on the incoming trailer and immediately matching them with outgoing shipment requirements, thus eliminating the need for warehousing (storage) and returning to pick orders at a later time. Pure cross docking is common in warehouse, trucking depots and freight consolidation points. Cross docking does not involve an inventory transaction. Cross docking focuses on transferring incoming shipments directly to outgoing trailers with staging them in between. Goods arriving from the incoming shipment already have a customer assigned so operators in charge of this activity just need to transfer the shipment from the inbound trailer to an outbound trailer to be shipped to its destination. The word “already” should ring a bell that information system is required. It is a vital obstacle of implementing cross docking successfully.

# 2.4.5 Location Facility

Within supply chain studies, many papers on warehouse location problem have been published. Sharma and et al (2014), consider the Single Stage Capacitated Warehouse Location Problem (SSCWLP) where goods are shipped from plants to warehouses and from warehouses to markets. Vlachopoulou et al (2001) aimed at developing a geographic decision support system for the warehouse site selection process, enabling the manager to use quantitative and qualitative criteria in order to classify alternative warehouses or visualize the best one. The above is good but the problem is to select a set of points where warehouses are located so that warehouse strategic fit (the sum of warehouse location costs, customer’s responsiveness and transportation costs) are minimized or achieved. Michel and Hentenryck (2004), in their presentation, made a very simple tabu-search algorithm which performs amazingly well on the un-capacitated warehouse location problem. Their algorithm uses a linear neighbourhood. When the possible locations and the number of warehouses are known, Drezner et al. (2003) concerned themselves with the optimal location of a central warehouse. They solved the problem sequentially. First, for any given central warehouse location, the problem is a pure inventory problem. They find the optimal policy for the inventory problem. They express the total inventory and transportation costs as a function of the central warehouse location. The next step was to optimize this total cost function over all possible central warehouse locations. This research paper explains a new analytic model for facility location that takes into account both external and internal criteria that sustain competitive advantage. The model is based on quality function deployment (QFD), which includes the analytic network process (ANP) concepts to determine the best location for a facility. Facility location attribute is defined as factors that influence the selection of the facility location for a given industry. For commercial success and competitive advantage following are the critical factors;

# 2.4.6 COST

It is always very important to consider the cost involved in relocating a facility to a site which will determine the acceptability of a location. The cost involved may be either establishing a new facility from the scratch or adjusting the existing one to fit with the operations of the organization. Companies must also determine the overall costs they are capable of paying for a new location. Overall costs include distribution, land, labour, taxes, utilities and construction costs. More obscure cost should also be considered such as the costs involved in shipping materials and supplies, and the loss of customer responsiveness if moving further away from the customer base.

# 2.4.7 Availability of Skill Labour

Experience, education and skill of available labour are another important which determines facility location. An organization or a facility requires skilled labour in order to run effectively and efficiently. A facility closes enough to an area with a healthy supply of enough skilled labour to operate it is very necessary.

# 2.4.8 Customer Proximity

Facility locations are selected closer to the customer as to reduce transportation cost and increases company responsiveness to customers. Whether a service or manufacturing operation, a company must examine the population of prospective locations to ensure that there is a sufficient potential customer. A firm can either decide on reducing the number of miles travelled by vehicles by simply locating their Distribution Centres near to customers or consulting local merchants to take up distributions roles for them (Morley, 2007).

# 2.5 Logistics

Logistics evaluation is the appraisal of the transportation options and cost for the prospective manufacturing and warehousing facilities. The site must have adequate transportation routes to get goods to and from the site. The facility itself must come equipped with adequate electrical and plumbing to run an effective operation; if they don't yet exist they must be cheap enough to install at the site.

# 2.5.1 Benefits from Warehouses:

# 2.5.2 Regular production:

Raw materials need to be stored to enable mass production to be carried on continuously. Sometimes, goods are stored in anticipation of a rise in prices. Warehouses enable manufacturers to produce goods in anticipation of demand in future.

# 2.5.3 Time utility:

A warehouse creates time utility by bringing the time gap between the production and consumption of goods. It helps in making available the goods whenever required or demanded by the customers. Some goods are produced throughout the year but demanded only during particular seasons, e.g., wool, raincoat, umbrella, heater, etc. on the other hand, some products are demanded throughout the year but they are produced in certain region, e.g., wheat, rice, potatoes, etc. Goods like rice, tobacco, liquor and jaggery become more valuable with the passage of time.

# 2.5.4 Store of surplus goods:

Basically, a warehouse acts as a store of surplus goods which are not needed immediately. Goods are often produced in anticipation of demand and need to be preserved properly until they are demanded by the customers. Goods which are not required immediately can be stored in a warehouse to meet the demand in future.

# 2.5.5 Price stabilization:

Warehouses reduce violent fluctuations in prices by storing goods when their supply exceeds demand and by releasing them when the demand is more than immediate productions. Warehouses ensure a regular supply of goods in the market. This matching of supply with demand helps to stabilise prices.

# 2.5.6 Minimisation of risk:

Warehouses provide for the safe custody of goods. Perishable products can be preserved in cold storage. By keeping their goods in warehouses, businessmen can minimise the loss from damage, fire, theft etc. The goods kept in the warehouse are generally insured. In case of loss or damage to the goods, the owner of goods can get full compensation from the insurance company.

# 2.5.7 Packing and grading:

Certain products have to be conditioned or processed to make them fit for human use, e.g., coffee, tobacco, etc. A modern warehouse provides facilities for processing, packing, blending, grading etc., of the goods for the purpose of sale. The prospective buyers can inspect the goods kept in a warehouse.

# 2.5.8 Financing:

Warehouses provide a receipt to the owner of goods for the goods kept in the warehouse. The owner can borrow money against the security of goods by making an endorsement on the warehouse receipt. In some countries, warehouse authorities advance money against the goods deposited in the warehouse. By keeping the imported goods in a bonded warehouse, a businessman can pay customs duty in instalments.

# 2.6.0 Type of Warehouses:

# 2.6.1 Private Warehouses:

The private warehouses are owned and operated by big manufacturers and merchants to fulfil their own storage needs. The goods manufactured or purchased by the owner of the warehouses have a limited value or utility as businessmen in general cannot make use of them because of the heavy investment required in the construction of a warehouse, some big business firms which need large storage capacity on a regular basis and who can afford money, construct and maintain their private warehouses. A big manufacturer or wholesaler may have a network of his own warehouses in different parts of the country.

# 2.6.2 Public Warehouses:

A public warehouse is a specialised business establishment that provides storage facilities to the general public for a certain charge. It may be owned and operated by an individual or a cooperative society. It has to work under a license from the government in accordance with the prescribed rules and regulations. Public warehouses are very important in the marketing of agricultural products and therefore the government is encouraging the establishment of public warehouses in the cooperative sector. A public warehouse is also known as duty-paid warehouse. Public warehouses are very useful to the business community. Most of the business enterprises cannot afford to maintain their own warehouses due to huge capital Investment. In many cases the storage facilities required by a business enterprise do not warrant the maintenance of a private warehouse. Such enterprises can meet their storage needs easily and economically by making use of the public warehouses, without heavy investment. Public warehouses provide storage facilities to small manufacturers and traders at low cost. These warehouses are well constructed and guarded round the clock to ensure safe custody of goods. Public warehouses are generally located near the junctions of railways, highways and waterways. They provide, therefore, excellent facilities for the easy receipt, despatch, loading and unloading of goods. They also use mechanical devices for the handling of heavy and bulky goods. A public warehouse enables a businessman to serve his customers quickly and economically by carrying regional stocks near the important trading centres or markets of two countries. Public warehouses provide facilities for the inspection of goods by prospective buyers. They also permit packaging, grading and grading of goods. The public warehouses receipts are good collateral securities for borrowings.

# 2.6.3 Bonded Warehouses:

Bonded warehouses are licensed by the government to accept imported goods for storage until the payment of custom duty. They are located near the ports. These warehouses are either operated by the government or work under the control of custom authorities. The warehouse is required to give an undertaking or ‘Bond’ that it will not allow the goods to be removed without the consent of the custom authorities. The goods are held in bond and cannot be withdrawn without paying the custom duty. The goods stored in bonded warehouses cannot be interfered by the owner without the permission of customs authorities. Hence the name bonded warehouse. Bonded warehouses are very helpful to importers and exporters. If an importer is unable or unwilling to pay customs duty immediately after the arrival of goods he can store the good.

# CHAPTER THREE:

# RESEARCH METHODOLOGY

# 3. 1 Overview

This chapter discusses the methodology procedure used in data collection and analysis discussed in details in research design, study areas unit of analysis, sampling procedure and sample size.

# 3.2 Research design

The study used descriptive survey design. Descriptive survey is co-method of collecting information by interview and administering a questionnaire to a sample of individual (Orodho, 2003).

The major purpose of descriptive research is the description of the state of affairs as it exists and then repairing the findings. Kerlinger, (1995) points out that descriptive study is not only restricted to fact findings, but may also often result into formulation of important principles of knowledge and solution to significant problems Kerlinger, (1995) it can be used when collecting information about people’s attitude, opinion, habit or any of the variety of education, economic or social issues (Orodho and kombo, 2002)

# 3.3 Study population

Ary et al. (1972) define population as consisting of all the subjects you want to study and a sampling as the process of selecting a group of subjects for a subject in such a way that the individuals represent a larger group from which they are selected. This representative portion of a population is called a sample.

Target population is the population to which the researcher wants to generalize the results on Manoj (2003).

The study will be carried out in Jubek State Juba South Sudan. The study population for this research will all be in international organization and national organization. The state will be chosen based on the prevalence of warehousing and inventory management, these warehousing facilities are highly needed in the operation of the organization.

The unit of analysis will be based on an individual organization. The study population for this research will include all international organization and served by private warehousing facilities. The study targets a total population of 350 both National and international organization operating in South Sudan

# 3.4 Sampling procedure

The study employs purposive sampling technique. In this sampling method, the researcher purposely targets a group of people believed to be reliable for the study.

The Employees were purposely selected because they are charged with the responsibility of warehousing management and distribution of goods and they have first – hand information about warehousing and Inventory management. The questions are to be based on a sample size of 150 respondents. The sampling will be done using the Cochran’s sample size formula.

# 3.5 Data Collection Instruments and procedures

Primary data was collected using structured and open ended questionnaire. Informal interviews were also used to capture in depth information. In the structured questionnaire the questions; the wording and sequence were fixed and identical for all respondents.

This made it possible for comparison to be made between the sets of data. After each question respondents were given a chance to freely comment on the reason why they chose a particular answer so as to elaborate and give information on the answer chosen.

The study used open ended questions to supplement information from structured questionnaire which at times conceal information and prevent possibilities of gaining insight into the research problem.

This was due to the fact that the respondents are compelled to answer questions according to the use of warehousing management.

The data was collected by the researcher himself with the assistance of the warehousing employees as well who gave out some questionnaires to warehousing manager and Logistic officers that they are accessible to.

# 3.6 Data Analysis

The data collected was processed and analysed to facilitate answering the research objectives and questions. Both the quantitative and qualitative data analysis methods were used in handling information from open ended questions after which the interpretation of the findings.

Quantitative data was edited, coded and entered to the Statistical Package for Social Science (SPSS) version is for withdraws and cleaned for analysis. SPSS was employed in descriptive and inferential statistical analysis.

Descriptive analysis including frequencies was used to summarize and organize data. Descriptive statistics was used to analyse the level of and proportion of warehousing staff to be trained to use the modern warehousing facilities on the cereals growing zones.

Specifically, it was used to find the percentage of the respondents who had been trained on using modern warehousing facilities, those who were willing to be trained and those who had been trained on using modern warehousing facilities. Those who were willing to be train and those who thought that adoption of warehousing is important. It was preferred when dealing with variable that would will categorized to find whether the variables were related.

After qualitative and quantitative data analysis, the results were synchronized, interpreted and discussed to answer the research questions and address.

## 3.7 Reliability and Validity

Reliability is the extent to which the measurement instrument and procedure produce consistent reports in different circumstance. It can be ascertained from Dornyeis argument that consistency and neutrality of findings are both subsets of liability and to get to that then the researcher has to be trustworthy with the study been undertaken. Dornyei further identify credibility as an incentive to internal validity as well as applicability of the results as an incentive to external validity. Maxwell (1992) propose a number of indicators that will help point out issues of validity in quantitative research. He discusses descriptive validity as factual accuracy that is indicated by experience of the respondents chosen by the observer. The second one is interpretative validity which he defines as the quality of portrayals of event by participant and the last one is theoretical validity which he points out as quality of research collected data and its analysis. To ensure that the same is obeyed the researcher had to put a side all personnel biases. Insuring the reliability and validity was maintained the researcher ensured that records of data collected were kept safely and referred to them from time to time. Further when doing analysis and interpreting the data, the researcher consult the data collected from interviews as well as what was documented from document analysis. During data collection, analysis and subsequent interpretations, similarities and varying perspective brought from different respondent were specifically considered. To ensure that the findings were comprehensive and representative triangulation was adopted. This was achieved through asking the same question from where they stand as professionals and depending on what they have seen as either refugees or host community.

# 3.8 Ethics Consideration

Neuman defines ethical issues as concern, dilemmas and conflicts that arise over the proper way to conduct the research. This basically entails the integrity of the researcher in conducting a study and this resolve around issues to do with academic background of the researcher and the exposure research using qualitative methods. The study upheld the ethic of scientific conduct by not falsifying or distorting any data and prior to going for field work; the researcher defended this work before an academic panel and was cleared whence issued with a field work certificate. The study maintains all the principles of research by ensuring that the right of the respondents was adhered to. Consent of each participant was sought and confidentiality and privacy of the participant has been maintained to ensure no leak to any person or authority but used for the purpose of research only. Respondents were informed of the purpose of the study and the researcher had sought clearance to carryout research. All source of the information has been accurately reported and quoted in ensuring that no known misrepresentation or plagiarism.

# CHAPTER FOUR.

# PRESENTATION OF FINDINGS, INTERPRETATION AND DISCUSSION

# 4.0 Overview

This chapter present the results (findings) from the study and analysis of those findings and their discussions in relation to the objectives of the study and the research questions. The finds are presented in the table and graphs were necessary as soon below.

# 4.1 personnel information of the respondents

# Table 1 Gender of the respondents

|  |  |  |
| --- | --- | --- |
| Respondents | Frequency | Percentages (%) |
| Male | 100 | 75% |
| Female | 50 | 25% |
| Total | 150 | 100% |

**Source: Primary data**

The table above indicates that the nearly greater percentage of respondents that is 75% were males.

# 4.2 Respondent level of Education

# Table 2 Is respondents level of Education

|  |  |  |
| --- | --- | --- |
| **Respondents** | **Frequency** | **Percentage (%)** |
| Certificate | 35 | 23.% |
| Diploma | 86 | 57.% |
| Bachelor Degree | 21 | 14% |
| Post Graduate Diploma | 7 | 5% |
| Master | 1 | 1% |
| **Total** | **150** | **100%** |

**Source: Primary data**

From the table above, the highest percentage is 57% which is represent the respondents had Diplomas.

# 4.3 Warehouse procedure and inventory control applied by MSF Mission in South Sudan

# Table 3 Respondent’s responses on the important of warehousing and inventory management in an organization

|  |  |  |
| --- | --- | --- |
| Response | Frequency | Percentage (%) |
| Strongly | 46 | 31% |
| Agree | 78 | 52% |
| Not sure | 18 | 12% |
| Disagree | 6 | 4% |
| Strongly disagree | 2 | 1% |
| **Total** | **150** | **100%** |

**Source: Primary data**

# **4.4 Technical and professional qualification for management and professional staff as its policy.**

# **Table 4: Responses on the technical and professional qualification for management and professional as its as its policy.**

|  |  |  |
| --- | --- | --- |
| Response | Frequency | Percentage (%) |
| Strongly | 33 | 22% |
| Agree | 98 | 65% |
| Not sure | 10 | 7% |
| Disagree | 6 | 4% |
| Strongly disagree | 3 | 2% |
| **Total** | **150** | **100%** |

**Source: Primary data**

Table 4 above indicates that all the respondents agree that the technical and professional are applied qualification for management and professional.

# 4.5 Respondent’s views on the orientation and training requirements for new staff (s)or employee (s) joining the field of logistic and warehouse management to be aware of the procedures and policy in the organisation.

**Table 5 Respondent’s response on the orientation and training requirements for new staff (s)or employee (s) joining the field of logistic more specially those who are involve in warehousing and inventory management to be aware of the procedures and policy in the organisation.**

|  |  |  |
| --- | --- | --- |
| Response | Frequency | Percentage (%) |
| Strongly | 41 | 27.33% |
| Agree | 107 | 71.33% |
| Not sure | 2 | 1.33% |
| Disagree | 0 | 0% |
| Strongly disagree | 0 | 0% |
| **Total** | **150** | **100%** |

**Source: Primary data**

From the table and the pie chart above, the highest percentage of the respondents was 71%, the respondents agree that Supply Chain Department is responsible for the orientation and training of the new employee in the management of the warehousing activities, following 27% of the respondents who strongly agree that Supply Department is responsible for the orientation and training of the newly employed(s) in the management of the warehousing 1.33% percent of respondents who disagree and 0% percent were not sure.

# 4.6 Warehouse management

# Table 6 showing the respondent’s views on the challenges that organization faces while carrying out warehousing activities.

|  |  |  |
| --- | --- | --- |
| Response | Frequency | Percentage (%) |
| Strongly | 15 | 10% |
| Agree | 132 | 88% |
| Not sure | 2 | 1% |
| Disagree | 1 | 1% |
| Strongly disagree | 0 | 0% |
| Total | 150 | 100% |

**Source: Primary data**

# 4.7 Warehouse best practises

Table 7: Responses on the benefit of having best practise of warehousing in the organizations

|  |  |  |
| --- | --- | --- |
| Response | Frequency | Percentage (%) |
| Strongly | 81 | 54% |
| Agree | 69 | 46% |
| Not sure | 0 | 0% |
| Disagree | 0 | 0% |
| Strongly disagree | 0 | 0% |
| Total | 150 | 100% |

**Source: Primary data**

A bar Chart showing the benefit of having best practise of warehousing in the organisation.

From the table and the bar chart above the response on having the best practises of warehousing that evaluate the organisation that indicate that the highest percent of respondents that is 55% strongly agreed performance evaluation in the organisation is important and 40% of the respondents agreed that the evaluation of the warehousing is important function that is needed in the organisation that here to understand the movement of items from one place and accountability is justify during inventory management in the warehouse.

These was followed by the respondents who disagree and 3% of the respondents who disagree and were not aware about the important of warehousing in an organization.

To add more evaluation in an organisation on the best practise of warehousing and the shipment of the items to the user department for the activities to continuous running

# 4.8 the below listed views are the responses from various respondents about the impact of warehousing on the operation of the organization.

**Positive impact**

* Save time and quick responses to any emergency
* Minimise damages of the stock
* Increase level of employment
* Identification of organization needs and Proper handling of organisation items
* Easy for budgeting for the next project or program.

**Negative impact**

* Costly
* Value for money not realise
* Hard to make decision on the location of the warehouse.
* Made up of many people

# 4.9 The suggested ways by the respondents to other organization on how they can improve their warehousing management.

According to the response from the respondents, 95% respondents come up with their suggestion on how warehouse activities is important to the operation of humanitarians’ organisation, Government, firms, and institutions and the achievement of the organizational goals.

* Training of staffs who are working in logistic and supply chain management.
* Identification of items that can be stored for long-time
* Regulation should be established to safe guard the movement of items in the warehouse.
* Standardizing the items in the warehouse per families for easy identification

# 4.10 The respondents outlined the factors influencing warehouse management in an organization.

Basing on the views from the respondents about the factors influencing warehouse management in the organisations, the following points are as follows,

* Lack of trained personnel to gear up the management of the warehouse.
* Poor planning from the user department.
* Lack of knowledge on warehouse management
* Involvement of top level of management
* Costly

# 4.11 The respondents pointed out the challenges that the organization faces while carrying out warehouse management.

The challenges that were pointed out by the respondents that organization faced while carrying out warehousing function are both within the organisation and outside the organization and they are as follows,

* Insufficient fund, is the challenge which sometime affect the construction of modern warehouse
* Late requisition from the Department.
* Insecurity in the Country
* Lack of trained staffs
* Lack of equipment and tools for the proper use of the modern warehousing.

# CHAPTER FIVE

## SUMMARY OF FINDINGS, RECOMMENDATIONS AND CONCLUSION

5.0 INTRODUCTION

This chapter summarises all the findings reported in chapter (4) four in accordance to the question of the study, the study draws conclusions suggestions, recommendation and also propose some areas of further study.

# 5.1 Executive Summary of warehousing in an organisation

Warehousing is the integral part of the logistical operation solution which is concerned with the physical handling of raw material and components parts until they are used in the production and achieving economies in production Bhatt (2007). It also helps in achieving the desired level of customer service at the least total logistics cost. In addition, warehousing of cereals provide temporary storage of material to be disposed or recycled (packaged materials) in the reversal logistics chain. A distribution warehousing is a building and a place where items for distributions are stored. It serves as storage for product from the manufacturer to the distributor before the cereals are distributed to the retails customer. For instance, after the harvesting farmers would want to distribute it to customers from all over the world and so to do this they are going to distribute these goods or items to the distributor on a certain area. The zones have massive amount of cereals to be distributed, the distributor requires this distribution warehousing where they can easily store these goods before distributing to retail stores. Most distributions warehouses that 16 are used by farmers even have warehouse storage system to make storing cereals, sorghum and wheat product safe and more convenient. There are quite a number of benefits of having a distribution warehouse of cereal which include saving time. A distribution warehouse can really save distributors a lot of time when it comes to distributing all the cereals. A distribution warehouses the best solutions to protect the goods or the products that distributers are trying to distribute to retail out lets. In a distributions warehouse, all goods are kept in good conditions and retain their qualities. This is because a distribution warehouse is built to achieve these things. They are usually built with the right temperature that can help distributors achieve their purpose in terms of preserving the quality and the condition of the product. Aside from the technical benefits you are likely to get with a distributions warehouse, you can also benefit a lot from the peace of mind that it’s going to give you. Since your good and product are well protected, organized and safe as well as since the workers won’t have to exert much effort and time, you will have the peace of mind that your business will progress.

# 5.2 Extend to which poor warehousing management affect the operation of the organization.

# 5.3 Recommendations and Area of further studies

From the findings, it is clear that majority of the international NGOs in South Sudan have applied in their operational frameworks various warehouse management in their process of delivering humanitarian aid to population that have been affected by natural or manmade disaster. However, despite their current state of applying such management, it is recommended that MSF organizations embody in a more elaborate manner the same management.

It is also recommended that these NGOs create tools for check-up with which they can use in ensuring that specific management able to be followed.

**This problem can be remedied with a number of strategies:**

* Intensive training of every warehouse worker, regardless of level of activity on the floor, helps ensure the accuracy of the system.
* Encourage a strong working knowledge of how the system operates, so workers can assist each other with information, as needed, when problems develop throughout the day.
* Select a simple [inventory management](https://www.floship.com/sales-tracking-inventory-management-vital-success-global-fulfilment-orders/) system that serves your particular needs and can help to establish a workable system that is easy for all workers to understand.
* Track down inventory discrepancies during a count, if there is time to do so. In many cases, miss-counts are only misplaced items.
* Shorten the time between counts to increase accuracy.

# 5.4 Conclusions

The study conducted was to find the best location to construct a warehouse for MSF, and location should be in safe place in term of security. Warehouse is now seen as a vital tool for the management of organization assets within today’s logistics or supply chain activities. However, the pressure is on managers to achieve warehouse strategic fit that is to increase productivity and accuracy, reduce cost and inventory whilst improving customer service.

The study initially brought to the attention the three areas in Central Equatorial in the Republic of South Sudan. It was revealed that, due to the new plan to hire new warehouse that might course the organisation allot of resource, there will be a need to improve the standard of the warehouse team in terms of capacity building. The model helped in identifying a best location within Juba. Prior to the models used, interviews were granted to the focus group selected by the organization. Questionnaires were also given out to them. All these data gathered indicated that, MSF considering the various factors before selecting a location, is so vital to the organization.

# 5.5 Limitations of the Study

A set of various limitations were significantly important is the results that were obtained in this study;

The response rate for the questionnaires was hardly 75%. Some respondents declined to give their responses. Given that the study conclusions were based on those that responded, this could have been a limitation to more conclusive results if there was a 100% response rate, or perhaps a rate close to this.

With the choice of choosing international NGOs that offer response to vulnerable communities during disasters or war, for instant in South Sudan, this was perhaps a limitation. Different results could have been yielded of for instance we generalized the set of the organizations of study from international NGOs, to all other classes of NGOs, as long as they are concerned with delivery of services to populations during disasters.

Given the small sample (150 respondents), the confidence and hence the result projections of the study could have been compromised, which therefore might have implied generalizing certain circumstances.

The choice of survey for the study might have been a significant factor in the responses obtained in the study.

# 5.5 Area of further studies

The scope of the research was basically a broad one. There was a wide scope of wahousing practices that were captured in this study. It was perhaps difficult for individual respondents to internalize the nature of these practices as they apply in their organizations as a whole. The suggestion of the researcher at this point is to have a future study which literally concentrates in just some few of these factors, perhaps clustered subject to some specific interests in terms of their roles within the organizational service delivery framework. Either, further studies could dwell on independent or individual study of such practices, in order to provide more concentrated and focused studies in regard to such practices.

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# Appendices.

# Questionnaires

Dear respondents I am Mr Steward Emmanuel Elikana Migido a student of Africa School of Project management pursing s Post Graduate Diploma of Procurement and Supply Chain Management, carrying out a study on the “assessing the important of warehouse management in humanitarian organization; case study of MSF mission- South Sudan” Jubek State.

I kindly request you to give some few minutes of your time and answer this questions below. The study strictly for academic purposes and will be treated with treated with utmost confidentially. Your cooperation is highly appreciated. May the almighty God bless you all.

# Section (A)

Please tick in the boxes provided

**Personnel data**

# Gender of the respondents

1. Male
2. Female

# Respondents level of Education

1. Certificate
2. Diploma
3. Bachelor Degree
4. Post Graduate Diploma
5. Master Degree
6. None of the above

# SECTION (B) The best practise warehousing management and Inventory Management in MSF

Note: Dear respondents use the following abbreviation below to answer the questions by the ticking only the statement which is appreciated for you. Strongly agree (SA), Agree (A),

Note sure (NS), Disagree (D) and Strongly Disagree (SDA)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Statements | AS | A | NS | DA | SDA |
| 1. Does the organisation look at the technical and professional qualification of the Management and Professional staff as its policy |  |  |  |  |  |
| 1. Does the organization carryout Orietation and training for the new employee (s) and those that are involve in warehouse Management. |  |  |  |  |  |
| 1. Is the certification and Education requirement of the professional staff applied by the Organization as its Policy |  |  |  |  |  |
| 1. Does the organization apply disciplining agency employee (s) who are involve in warehousing Management |  |  |  |  |  |
| 1. Does the organization ensure the fair and equitable treatment of everyone who deals in warehousing process. |  |  |  |  |  |
| 1. Should Organization develop a comprehensive policy manual that clearly defines authority, Responsibility and establishes guidelines for the Organization and the warehousing professional to follows when carrying out their responsibility? |  |  |  |  |  |
| 1. Does the organization apply the warehousing management policy in order to attain value for Money. |  |  |  |  |  |

# Section C: warehouse Management

1. State some activities carried in Humanitarian warehouses

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. Give your view about the important of warehousing in Humanitarian organization

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. Kindly state and explain ways on how the organization can improve on warehouse management.

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….

1. Outline and explain the different types of warehousing

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….

1. Location of the warehouse is the most important accept to consider when choosing the warehouse of un organization.

**Yes/No**

**State reason for your answer**

..............................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................

**THANKS FOR YOUR PROMPT SUPPORT**

**GOD BLESS YOU**

# Appendix:

# Research Schedule

|  |  |
| --- | --- |
| DATE OF THE MONTH | ACTIVITIES |
| 25/09/2019 | Research topics |
| 09/10/2019 | Submission of topics |
| 10/10/2019 | Correction of the topic |
| 11/10/2019 | Approval of the topic |
| 15/10/2019 | State of the research work |
| 22/10/2019 | Submission of chapter 1 and 2 |
| 31/10/2019 | Corrections |
| 07/11/2019 | Approval and greenlight to finalise the remaining chapter |
| 09/11/2019 | Data analysis and summaries of findings |
| 12/11/2019 | Design of questioners |
| 20/11/2019 | Interviews with responses and presentation |
| 23/11/2019 | Collection of the questioners from the respondents |
| 24/11/2019 | Data entry and corrections of the final work |
| 29/11/2019 | Submission of the Final work |

# APPENDIX: RESEARCH BUDGET

|  |  |
| --- | --- |
| ITEMS | COST (SSP) |
| Transport | 10,000 |
| Lunch | 8,000 |
| Stationaries | 15,000 |
| Airtime for data | 7,500 |
| **Total** | **45,000 SSP** |