

## RESTRICTED

### ABSTRACT

The officials of Sri Lanka Army Ordnance Corps (SLAOC) have found much inefficiency in the current Warehouse Management System (WMS). These inefficiencies have affected the decision making process of the SLAOC. As such, the main aim of this study is to identify the factors causing these inefficiencies in the WMS of SLAOC, whilst the main objectives are, to analyse the perception of customers on utilization of right warehouse techniques, minimising drawbacks in the existing warehouse management practices, and introduction of modern WMS to enhance productivity of warehouse management practices of SLAOC, to examine the relationship between productivity of warehouse management practices, utilization of right warehouse techniques, minimising drawbacks in the existing warehouse management practices, and the introduction of modern WMS, and to explore the impact of utilization of right warehouse techniques, minimising drawbacks in the existing warehouse management practices and Introduction of modern WMS on productivity of warehouse management system. The research methodology implemented in this study is a quantitative research methodology. The main data collection instrument used in the study is a structured self-administered questionnaire, whilst statistical methods such univariate, bivariate and multivariate analysis were used to analyse the data obtained. Findings from the data analysis indicate that customers believe and agree that the utilization of right warehouse techniques, minimizing drawbacks in existing warehouse management practices, and introduction of a modern WMS will improve productivity of warehouse management practices at SLAOC, Further, findings also indicate that productivity of warehouse management practices has statistically significant positive correlations with utilization of right warehouse management techniques introduction of modern WMS and minimizing drawbacks in existing warehouse management practices. In terms of the third objective, findings from the data analysis indicate that three independent variables in the conceptual model account for 99.9% of the statistical variance in the dependent variable, productivity of warehouse management practices at SLAOC.

**Key words:** Warehouse Management System, Sri Lanka Army Ordnance Corps, Productivity, Univariate, Bivariate, Multivariate, Perception, Customers