

ABSTRACT

This research study focuses on analysing the factors affecting the efficiency of warehouse operations. Efficiency of warehouse operations has now become a crucial factor in the achievement of operational excellence of sustainable business organisations. An efficient warehouse has the ability to fulfill customer needs quickly and thereby increase an organisations' profitability and performance. Thus, the objective of this study is to analyse the factors that would affect the efficiency of warehouse operations. Four independent variables namely; cube utilisation and accessibility, stock location, order picking, physical control and security systems have been taken into consideration in this study to analyse the impact of those independent variables and efficiency of warehouse operations. This study focuses on the supply chain processes of some of the key engineering companies, and a sample of Fentons Limited is specifically selected to carry out the research study. Data is gathered by collecting the opinions, suggestions, personal observations, concerns of the Warehouse Manager and warehouse staff, other Managers and Executives who are directly and indirectly involved in the warehouse and supply chain activities through a likert scale questionnaire survey. Data was examined and analysed through mix method approach and the findings of the study highlight that the four independent variables of cube utilisation and accessibility, stock location, order picking, physical control and security systems have a significant influence on the efficiency of warehouse operations.

Keywords: *cube utilisation, stock location, order picking, physical control, efficiency*