

M-EPA-WOP2996 Mark Scheme

Q	Answer	Assessment criteria
Outline 1 step within the supply chain process. (1 mark)		
1	<p>1 mark for outlining a suitable step, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Manufacturing - creating the goods from raw materials • Planning - forecasting and managing stock • Warehousing - storing goods • Transportation - moving goods around • Distribution - delivering products to customers • Returns - handling returned products • Sourcing - fulfilment of products for customers 	K7 The structure of the industry
State 1 method used to ensure that the correct delivery of stock has been received. (1 mark)		
2	<p>1 mark for stating a suitable method, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Check the delivery against the delivery note to make sure it matches exactly • Cross-reference the stock against the delivery note • Input the received stock into the main IT system, ensuring the correct amounts of stock and a description of stock are available • Take photographs of the stock received • Complete quality checks with colleagues and management before booking received stock into the warehouse/depot • Have a team member double-check the load 	K4 How to use warehouse systems and processes relating to packaging, moving and receiving stock
State 1 safe way to stack goods onto a pallet when using a hand pallet truck. (1 mark)		
3	<p>1 mark for stating a suitable way, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Stack the goods so that there is a clear view over the load • Make sure the goods are secure prior to moving • Ensure there is safe weight distribution of stock • Build a pallet of stock according to the stock • Use a system that allows for stock to be stacked and stabilised before unloading or loading • Use shrink wrap to secure the stock on the pallet • Use banding to secure the stock on the pallet • Use cardboard between layers to protect and stabilise the stock • Ask for assistance stacking a load 	K1 Safe and controlled driving and/or operating techniques relating to materials handling equipment
State 1 responsibility of an employee under current health and safety legislation. (1 mark)		
4	<p>1 mark for stating a responsibility, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Wear the appropriate personal protective equipment (PPE) for the task at hand and the environment the employee is working in • Display a duty of care for yourself and colleagues 	K6 Relevant regulation and legislation governing the Supply Chain Industry

	<ul style="list-style-type: none"> • Adhere to all relevant health and safety site rules • Report any near misses or accidents • Report any hazards immediately • Complete any health and safety training and follow guidelines • Sign into the building (this could be manually or via an IT system) • Report any colleague not following health and safety procedures • Assist with regular risk assessments associated within their area or work 	
Give 1 action an operative must take before using a piece of equipment that they have been trained to use. (1 mark)		
5	<p>1 mark for giving a suitable action, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Undertake pre-use checks to ensure the equipment is safe to use • Wear the correct personal protective equipment (PPE) • Ensure they have selected the most appropriate piece of equipment for the job, for example: <ul style="list-style-type: none"> ○ material handling equipment (MHE) ○ pallet truck ○ forklift truck ○ reach truck ○ low-level order picker (LLOP) ○ powered pallet truck (PPT) • Adhere to health and safety site rules while carrying out pre-use safety checks (ensuring they are in a safe location) • Report any defects they see visually before operating the mechanical handling equipment 	K3 Safe use of equipment and machinery
State 1 reason why the key must be removed from a forklift truck after use. (1 mark)		
6	<p>1 mark for stating a suitable reason, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • To prevent unauthorised persons from using it • To eliminate the risk of another operative accessing the vehicle/mechanical handling equipment • To prevent the vehicle from moving • To ensure security protocols are being followed onsite • To follow company's policies or procedures 	K1 Safe and controlled driving and/or operating techniques relating to materials handling equipment
State 1 benefit of using an effective stock control system. (1 mark)		
7	<p>1 mark for stating a suitable benefit, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • It helps to keep track of products easily and monitor the movement of stock • To highlight any out-of-date stock items • To identify any stock that may not be fast-moving, depending on customer demand • Enables accurate forecasting for demand • Generates labelling requirements for shipments • Allows for accurate storage, allocating storage locations for incoming stock 	K4 How to use warehouse systems and processes relating to packaging, moving and receiving stock

	<ul style="list-style-type: none"> • Ensures correct product availability/amounts during stocktakes 	
State 1 benefit of providing excellent customer service. (1 mark)		
8	<p>1 mark for stating a suitable benefit, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Leads to a good reputation for the company • Leads to an increase in customers and sales • Customers will provide excellent reviews • Customers will inform others, which could lead to further business • Will improve staff morale and create a positive working environment for all • Will maintain loyal customers • May lead to more revenue for the business 	K8 The importance of delivering excellent customer service
Outline 2 ways that operatives can work to minimise their impact on the environment. (2 marks)		
9	<p>1 mark for each suitable way outlined, up to a maximum of 2 marks. Exemplar answers included below.</p> <ul style="list-style-type: none"> • By recycling waste correctly • By only using the amount of packing material that is required for the safety and security of the product • By working efficiently at all times • By turning equipment off when not in use • By using sustainable packaging where possible 	K2 The environmental impact of the industry and how it can be minimised
State 1 way to keep up-to-date with new technology. (1 mark)		
10	<p>1 mark for stating a suitable way, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Attend any training updates • Research the technology • Attend team briefings for updates • Read related information • Ask questions • Read staff notice board information • Practise using the new technology 	K10 Proposed and actual changes to systems, processes and technology
State 1 requirement under current Lifting Operations and Lifting Equipment Regulations (LOLER). (1 mark)		
11	<p>1 mark for stating a requirement, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • The lifting equipment must be suitable for the job • Complete pre-operational checks • Complete associated documentation for reporting defects/faults • Report any defects/faults immediately to prevent other colleagues from operating the mechanical handling equipment • Check the load being lifted to identify the weight, structure and stability • Wear the correct personal protective equipment for the task • All staff must be properly trained on all lifting equipment 	K6 Relevant regulation and legislation governing the Supply Chain Industry

State 1 key feature of a company's brand. (1 mark)		
12	<p>1 mark for stating a key feature, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • A company logo • A memorable catchphrase • Brand values alongside the logo • Unique products • A unique selling point (USP) 	K9 The vision, objectives and brand of the organisation
State 1 benefit of a warehouse using a barcode scanning system. (1 mark)		
13	<p>1 mark for stating a suitable benefit, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Stock reports are more accurate • It reduces the possibility of human error • Supports pickers to meet their targets • Enables the quick scanning of stock when operating mechanical handling equipment to pick from locations • Identifies any discrepancies in stock locations • Highlights any missing stock • Enables the reporting of damaged stock • The operatives can work efficiently when using hand-held scanners • Allows real-time information to be updated into the warehouse management system (WMS) 	K5 How to use relevant IT, technology, and systems
A customer contacts an operative via phone with an inquiry they cannot answer and their colleagues are on lunch. State 2 actions that the operative can take to ensure the customer is satisfied. (2 marks)		
14	<p>1 mark for each suitable action provided, up to a maximum of 2 marks. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Get their full name, contact number, company name and brief details of their request • Apologise and get the right person to respond to their request as soon as they return from lunch • Provide a realistic timeframe for the response • Inform a manager as soon as possible • Transfer the call to a member of the management team or a team leader • Be open and honest with colleagues and customers 	B1 Communicate effectively with customers and colleagues
An operative arrives at work and notices that their manager has left some confidential documents on the table. State 2 actions that the operative can take. (2 marks)		
15	<p>1 mark for each suitable action provided, up to a maximum of 2 marks. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Keep the documents until they can be handed back over to the manager • Put the documents in the manager's drawer in the office • Let the manager know they have been found and put them in a safe place • If there is not a manager around, place them in a secure locker 	B3 Demonstrate integrity, credibility, positivity and honesty

An operative's team is under pressure to meet a short deadline that has been agreed with an important customer. State 2 ways the operative can work effectively with the team. (2 marks)

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1 mark for each suitable way provided, up to a maximum of 2 marks.
Exemplar answers included below.

- Communicate clearly and listen to instructions
- Organise and prioritise work skills
- Be open to other ideas and ways of working
- Remain calm and professional
- Offer practical support to colleagues
- Provide emotional support to colleagues
- Motivate others
- Show respect, understanding and empathy

B2 Work effectively in a warehousing team