

# Warehouse Operations Measurement in Hypermarket Retailers: A Review of Literature

Vellian Vatumalai<sup>1</sup>, Premkumar Rajagopal<sup>2</sup>, Veera Pandiyan Kaliani Sundram<sup>3</sup>

<sup>1</sup>*Institute of Post Graduate Studies, Malaysia University of Science and Technology, Kota Damansara, 47810 Petaling Jaya, Selangor, Malaysia*

<sup>2</sup>*Malaysia University of Science and Technology, 47801 Petaling Jaya, Selangor, Malaysia*

<sup>3</sup>*Department for Technology & Supply Chain Management, Faculty of Business and Management, Universiti Teknologi MARA, Cawangan Selangor, Kampus Puncak Alam, 42300 Puncak Alam, Malaysia*

Corresponding author: vellianv@yahoo.com.my

<sup>1</sup>premkumar@must.edu.my

<sup>3</sup>veera692@uitm.edu.my

**Abstract** — This paper aims to explore the warehouse operations measurement with the deployment of the Warehouse Management System of Hypermarket retailers in Malaysia. The warehouse operations measurement is vital for the organisation that manages the total distribution network in hypermarket retailers. A qualitative research approach to be adopted in conducting an in-depth case study in top of the hypermarket retailers in Malaysia warehouse operations located in northern and central Malaysia, offering most of logistics services including transportation and serving a large number of retail customer outlets in Malaysia. The sustainability of the Hypermarket retailers solely depends on the performance of its supply chain process and a balance between responsive and warehouse operations performance with the deployment of the Warehouse Management System. The Hypermarket retailer's warehouse operations are striving to gain a competitive edge, such as fast market penetration, product availability at a right price and at a right place, warehouse productivity and cost competency having alternatives. Presently, there are some general guidelines to measure warehouse operations with the deployment but not specifically towards to Hypermarket retailing industry. The lack of clear measurement and comparability concerns resulted in a study to be carried out in determine the warehouse operations measurement in Malaysia hypermarket retailers. Based on this study, new sustainable Hypermarket retail warehouse operations measurement conceptual framework is proposed to enhance the body of knowledge of warehouse operations measurement in Malaysia, especially in hypermarket retailers.

**Keywords** — Warehouse management system, Warehouse operations performance, Warehouse key performance indicator, Hypermarket retailers warehouse management

## 1. Introduction

Retailing begins as a local activity [37], which involves a transaction where the buyer intends to consume a product [26]. The emergence of multinational retailers from supermarket to Hypermarket concepts, especially in grocery retailing, has changed the retail scenario in Malaysia over the last decade. The modern retail environment offers diverse product labels, quality, price

and brands [7]. In the past, retail grocery formats such as supermarkets, minimarkets, and night markets dominated the Malaysian retail scene. Consumers will perceive a retailer as a whole rather than in isolation [46]. Retailing is a highly diverse and dynamic sector [18] that provides a supply of most household necessities to the consumer.

Weld Supermarket was the first modern retail format that was introduced in Malaysia in 1963, followed by other modern retailers [20]. The first hypermarket that was introduced in Malaysia was Makro in 1993 [25]. Hypermarket retailing is one of the forms of modern grocery retailing in Malaysia that is experiencing widespread expansion, and the industry is expected to expand continuously and remain immune to the maturity phase. In general, the word hypermarket has still not been defined clearly. The definition for a hypermarket is also being used for supermarket and shopping mall by some researchers.

Consequently, the issue arises from the scholars on how to differentiate hypermarkets, supermarkets and shopping malls. Most products in hypermarkets are based on fast-moving consumable products, and the majority of departments in hypermarkets are selling basic household necessities, grocery lines for example, food, vegetables, kitchen materials, and cleaning materials. In supermarkets, there are more departments that sell durable products.

The concept of everything under one roof, self-service, discount price and free parking have invented a new word in the retail industry of hypermarket [21]. A hypermarket can be defined as a modern household retailing concept that sells a combination of department store merchandise, groceries and fresh produce in wide assortment, within a store of more than 2,500 square meters (27,777.7 square feet) to over 8,000 square meters (86,000 square feet) [29], which includes more facility for the shoppers like free and large parking area and other services.

Hypermarkets are part of the grocery retailing industry and constitute one of the main distribution channels for products [20]. It can also be considered as a normal retailing industry that sells in huge amounts and offers a wide variety within one outlet. Many consumers prefer to purchase household products at hypermarkets [3].

The emergence of multinational retailers from the direct

# Hypermarket Operations Manual

**National Association of Retail Grocers  
of the United States**



## **Hypermarket Operations Manual:**

Nargus Operations Manual for Supermarket Operators National Association of Retail Grocers of the United States, Daniel J. Bartz Associates, 196? **Moody's International Manual** ,2000 *Manual of Travel Agency Practice* Jane Archer, Gwenda Syrratt, 2012-05-16 Now in its third edition this successful must have manual is thoroughly updated with new chapters and material covering issues including Technology development the different types of travel agency systems available what they do how they do it and how to use them The Internet how it is used to book travel forecasts for its future use and how travel agencies stand in relation to it Global distribution systems how to make bookings and the new windows based environment A full endorsement by Travel Weekly The manual demonstrates correct methods for processing travel reservations identifying business client needs and suitable documentation It also shows key facts for the profitable planning organization and operation of the retail travel agency Each chapter contains exercises pertinent to the topics covered Students on any of the large number of courses in travel and tourism ICM City Guilds ABTA IATA UFTAA BTEC SCOTVEC University of Oxford Certificate Diploma of Vocational Education will find this book invaluable *Mergent International Manual* ,2009 **Consumer Problems of the Poor: Supermarket Operations in Low-income Areas and the Federal Response** United States. Congress. House Government Operations, 1968 **Consumer Problems of the Poor: Supermarket Operations in Low-income Areas and the Federal Response** United States. Congress. House. Committee on Government Operations, 1968 Profit and Prejudice Paul Donovan, 2020-11-05 Avoiding prejudice will be critical to economic success in the fourth industrial revolution It is not the new and innovative technology that will matter in the next decade but what we do with it Using technology properly with diverse decision making is the difference between success and failure in a changing world This will require putting the right person in the right job at the right time Prejudice stops that happening Profit and Prejudice takes us through the relationship between economic success and prejudice in labour markets It starts with the major changes that occur in periods of economic upheaval These changes tend to be unpopular and complex and complexity encourages people to turn to the simplistic arguments of scapegoat economics and prejudice Some of the changes of the fourth industrial revolution will help fight prejudice but some will make it far worse The more prejudice there is the harder it will be for companies and countries to profit from the changes ahead Profit is not the main argument against prejudice but can certainly help fight it This book tells a story of the damage that prejudice can do Using economics without jargon students investors and the public will be able to follow the narrative and see how prejudice can be opposed Prejudice is bad for business and the economy Profit and Prejudice explains why **Basic Information Sources on Retailing** ,1955 Moody's Industrial Manual ,1989 Covering New York American regional stock exchanges international companies *Cost management manual* Fullana Belda, Carmen, Paredes Ortega, José Luis, 2020-11-20 This book presents a compendium of the current managerial accounting system in its theoretical and methodological aspects Internal accounting

is used by companies to determine their costs and analytical results which represent essential information for their management As a professional reference book oriented to educational purposes at University level the authors hope that the text serves the purpose of being useful in terms of remembering concepts reviewing procedures and solutions and observing new approaches Valid processes are addressed for all types of companies not only industrial ones but also commercial and service ones with cases and solutions adapted to their characteristics Detailed knowledge of cost formation inevitably reveals opportunities for improvement in working methods in product design in scheduling production operations and in the configuration of the organization itself Nowadays it is unquestionable that the analysis and interpretation of costs represents a powerful management tool to develop responsibility as professionals or company managers **Catalogue of Title-entries**

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Popular Mechanics ,1975-05 Popular Mechanics inspires instructs and influences readers to help them master the modern world Whether it s practical DIY home improvement tips gadgets and digital technology information on the newest cars or the latest breakthroughs in science PM is the ultimate guide to our high tech lifestyle *Co-Branding* T. Blackett,R. Boad,1999-09-24 The strategic management and development of brands continues to grow in importance for most businesses and the last decade has seen more and more brand owners turning to co branding as a way of adding further value to their brand assets The synergy that can be created by two well matched brands working together in harmony can be considerable and enhance both profitability and the valuation of the brand for both parties However the challenges presented by co branding are considerable getting the strategy right for a single brand is hard enough but once two brands are brought together the challenges increase considerably The brand personalities must be complementary This is the first book to explore this important area **Quick Brush-up of Your English** Francis A. Andrew,2025-04-04 The purpose of this book is mainly for those who have been away from the English classroom for quite some time and may feel that their competence in the English language has become a bit rusty They therefore need to brush up on their English and consolidate what they have previously learned Although a wide variety of skills and competencies will be encompassed by the users of this book it is nevertheless presumed that the students who approach its course material will already have a reasonable grasp of the English language and thus will not be raw beginners Notwithstanding the presumption that students taking this course are at least of the post beginner level the author has endeavoured to ensure that this book is user friendly and trusts that students will have an enjoyable and pleasant journey through its pages While the course is based on three levels Beginner

Intermediate and Advanced with each unit corresponding to one teaching session the contact timing is entirely flexible The teaching sessions herein displayed are purely for reasons of administrative convenience Likewise the 32 hours assigned to each level is purely recommendatory

**Manual of Business Spanish** Michael Gorman, Maria-Luisa Henson, 2006-03-09

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## **Table of Contents Hypermarket Operations Manual**

1. Understanding the eBook Hypermarket Operations Manual
  - The Rise of Digital Reading Hypermarket Operations Manual
  - Advantages of eBooks Over Traditional Books
2. Identifying Hypermarket Operations Manual
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Hypermarket Operations Manual
  - User-Friendly Interface
4. Exploring eBook Recommendations from Hypermarket Operations Manual
  - Personalized Recommendations
  - Hypermarket Operations Manual User Reviews and Ratings
  - Hypermarket Operations Manual and Bestseller Lists
5. Accessing Hypermarket Operations Manual Free and Paid eBooks
  - Hypermarket Operations Manual Public Domain eBooks
  - Hypermarket Operations Manual eBook Subscription Services
  - Hypermarket Operations Manual Budget-Friendly Options

6. Navigating Hypermarket Operations Manual eBook Formats
  - ePub, PDF, MOBI, and More
  - Hypermarket Operations Manual Compatibility with Devices
  - Hypermarket Operations Manual Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Hypermarket Operations Manual
  - Highlighting and Note-Taking Hypermarket Operations Manual
  - Interactive Elements Hypermarket Operations Manual
8. Staying Engaged with Hypermarket Operations Manual
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Hypermarket Operations Manual
9. Balancing eBooks and Physical Books Hypermarket Operations Manual
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Hypermarket Operations Manual
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Hypermarket Operations Manual
  - Setting Reading Goals Hypermarket Operations Manual
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Hypermarket Operations Manual
  - Fact-Checking eBook Content of Hypermarket Operations Manual
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
14. Embracing eBook Trends
  - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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