

Problems Occurring During the Storage of Goods in Warehouses: A Case Study of the Greater Poland Voivodeship in Poland*

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* Presented at the 45th IBIMA International Conference, 25-26 June 2025, Cordoba, Spain

Abstract

Problems and disruptions can occur in the operation of any warehouse. The variety of these problems can create challenges for managers of these facilities. The study aimed to identify and analyze the problems occurring during the storage of goods in warehouse buildings. Twenty warehouse problems were identified, such as e.g. goods damage, failure of technical equipment, picking errors or improper work organization and others. For the purposes of the study, a questionnaire was developed and a survey was carried out. The questionnaire was completed by employees of warehouses handling conventional goods in the Greater Poland Voivodeship in Poland. The frequency of identified problems occurrence and the potential impact were assessed, which made it possible to determine the risk associated with these problems. The common consequences of warehouse problems were also examined. Respondents indicated solutions that, in their opinion, could reduce the occurrence of problems in warehouses, such as the implementation of modern IT systems, staff training, improvement of work organization and internal communication and other. The results of the survey may be of interest to logistics companies employees managing operations in warehouses.

Keywords: warehouse, warehouse management, problem, risk, supply chain.