



Successful Management Skills for Warehouse Supervisors

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Introduction:

Your real key to success lies in how well you manage the warehouse employees under your supervision. Yet, if your days go according to the norm for most warehouse supervisors, you probably spend most of your time dealing with problems on the warehouse floor and only a small portion of your time actually supervising your employees. As a warehouse supervisor, you need specific information about how best to control your three basic resources, labor, equipment, and space. You need to know how to manage your information processes regarding materials handling, inventory, and storage in addition to knowing how to recognize and solve your unique warehouse problems.

Your effectiveness as a warehouse supervisor has a significant impact on the success of your organization. Today's competitive and difficult economic environment means that a commitment to excellence must be present not only in your own work but also in the performance of the employees in your charge. That is a monumental task when you consider some of the problems you face as a warehouse supervisor:

- Are your employee turnover rates higher than in any other departments?
- Do you find disparate personal goals resulting from cultural diversity in the warehouse?
- Are you suffering from wildly fluctuating workloads?

Who Should Attend?

Logistics Consultants, Logistics and Financial Managers, Accounting and Operations Managers, Third-Party Logistics Providers, Supply Chain and Logistics Managers and

Professionals, Operations Managers, Logistics Professionals, Logistic Providers, Logistic Administrators, Logistics Planning and Inventory Managers, Supply, Buying, Purchase, Logistics, Materials and Supply Chain Professionals, General Services Personnel, Purchasing and Procurement Managers, Retailers, Warehouse Personnel, Transportation and Distribution Managers/Personnel, Inventory and Warehouse Control Professionals, Freight Forwarders and Linear Specialists, Production Managers, Production Planners, Financial Managers, Project Managers, Distribution Center Supervisors, Line Managers, Fleet Managers, Fleet Supervisors, Fleet Operators, Fleet Inspectors

Course Objectives:

By the end of this course delegates will be able to:

- Appreciate the need for increased integration of the warehouse within the total logistics system
- Discuss the change in logistics philosophies from a push environment to a pull Environment
- Explore the availability of reliable, responsive, efficient, and effective third party warehouse providers and know when to best utilize them
- Discuss the demands for integrated up-line and down-line communications and the challenges of Electronic Data Interchange, automatic identification and compatible information systems
- Define the role of partnerships and the virtual integration of partner inventories
- Understand how to plan, manage, and improve the warehouse operations by applying a professional approach
- Identify must-have information that you need at all times concerning materials handling, inventory and storage
- Effectively motivate your employees to be more productive

- Use proven techniques for saving time in warehouse operations and the in's and out's of implementing them
- Make informed decisions regarding your three basic resources labor, equipment and space
- Use tested methods for measuring productivity and performance in warehouse operations
- Handle complaints in a positive manner
- Apply leadership techniques successfully in a warehouse setting
- Implement sure-to-succeed methods for minimizing costs while maximizing space
- Evaluate your own effectiveness
- Identify the primary areas of your responsibilities that you must keep in mind
- Use the 10 commandments of warehouse efficiency
- Hone your negotiating skills so that you can emerge with win-win situations instead of win-lose battles
- Operationalize easy-to-implement changes to improve lines of communication with your boss, peers, and employees

Course Outline:

Logistics and Warehousing

- The challenge of warehousing
- Warehousing and physical distribution
- Warehousing and manufacturing
- Logistics excellence
- Third party warehousing
- Transportation modes

Distribution and Warehousing Services

- Distribution network systems

- Customer service management
- Warehouse space and layout planning
- Personnel planning
- Achieving organizational excellence in warehouse operations

Planning, Analysis and Safety

- Facilities planning
- Simulation
- Economic analysis
- Hazardous materials management
- Environmental concerns in warehousing
- Fire protection in warehousing: an examination of codes, systems, and plans

Warehouse Design and Loading Systems

- Dock design
- Large parts storage systems
- Small parts storage systems
- Automated storage/retrieval systems
- Lift trucks
- Unit load conveyors
- Automatic guided vehicle systems
- Hoists, monorails, and overhead travelling cranes
- Auto ID systems
- RF communication

Warehouse Control and Management Systems

- Warehouse management systems
- Electronic data interchange
- Containers and packaging
- Receiving at the warehouse

- Order picking systems
- Stock location management and inventory control
- Shipping systems
- Warehouse maintenance
- Loss control