



Excellence in Warehouse Management, Developments & Trends

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Introduction:

Warehouses are often seen as a necessary evil: places that stop the flow of goods and thus increase costs without adding value. This course covers everything you need to know to manage warehouse operations as part of a streamlined and holistic system, fine-tuned to serve the customer and drive the bottom-line. With thinking points, self-assessment exercises and case studies that the program challenges you to consider your own operations in a new way, and plot a course into the future.

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:

- List the functions of a warehouse
- State the primary objectives of a warehouse
- State why a criteria for assessing warehouse is important
- Describe the objectives of inventory management
- Perform ABC inventory control & analysis
- Understand inventory's role in service organizations

Course Outline:

The Role of Warehousing and Stores

- Warehousing and the supply chain
- Training topics
- Definitions
- Strategic aspects of warehousing
- Customers
- The value chain
- Warehouse location
- Modern warehouse operations
- World-class warehousing
- Conclusion

Inventory, Stock Analysis and Classifying Products

- Product classification
- Demand analysis
- ABC analysis
- Product coding
- Product handling groups
- Inventory management: why hold stock?
- Inventory costs and service

- Lead time
- Demand forecasting
- Inventory and statistics
- How much stock should be held?
- Replenishment methods
- Questions about inventory

Stock Control

- Stock inaccuracy
- Continuous or periodic stock checking
- Stock control
- Security and preventing loss
- Information security

The Warehouse and Operational Principles

- Warehouse structure
- Warehouse operations
- Receiving
- Location methods in the warehouse
- Picking options
- Customer orders
- Methods of picking
- Dispatching activity
- Organizing for flow

Equipment

- Fork-lift trucks
- Racking/shelving
- The aisle width decision

Warehouse Information Communications Technology

- Importance of information

- Decision-making and ICT
- Improvements with ICT
- Warehouse ICT applications
- Systems implementation

Regulations

- Health and safety at work
- Management of health and safety
- Health and safety arrangements
- Warehouse health and safety risks
- Risk assessments
- Fork-lift trucks: health and safety

Productivity, Cost and Service

- Framework for analysis
- Key costs
- Key productivity drivers
- Basic improvements
- Understanding productivity
- Determining pricing and charging
- Customer service
- Added value
- Warehouse layout

Outsourcing

- Users' views of third parties and the marketplace
- Selecting third parties

People Management

- Company culture
- Management
- Work objectives and performance

- Motivating people
- Empowering
- Teams
- Communication
- Managing change
- Warehouse picking operatives
- Training topics

Developments and Trends

- Supply chain impacts on stores and warehousing
- Global logistics
- Reverse logistics and customer returns
- Risk
- Roads
- Legislation
- Technology
- People development
- Political influences
- The supply chain
- Warehouse aims/ideals