



Warehouse & Stores Management

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Warehouse & Stores Management

Introduction:

Warehouses and stores are often under-rated operations in organizations, yet they are essential in providing customer service. The aim of this course is to show how to implement all of the essential tools for the effective management of warehousing and stores. This course will teach the candidates and it will guide them to:

- How to evaluate procedures
- How to change and improve methods by eliminating wasteful activities and excess costs
- Have the practical skills to take back to the workplace
- How to avoid those internal problems that limit performance
- How to obtain added value for money
- How to improve customer service

Who Should Attend?

Those new to managing warehouses or stores, those non warehouse people who need to gain an awareness of the issues and key drivers of stock control operations, Stock, Warehouse and Distribution Professionals

Course Objectives:

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

- Evaluate procedures
- Change and improve methods
- Eliminate wasteful activities/costs

- Avoid all those internal problems that limit performance
- Obtain added value for money
- Improve customer service
- Examine the link of stock in the company operations and activities
- Analyze the key areas of warehouse operation
- Identify and understand key performance indicator
- Succeed in improving operation
- Apply the right cost and service balance
- Gain a competitive advantage
- How to analyze warehouse operations
- How to make productivity improvements
- How to select and maintain equipment
- How to conduct safe operations
- How to reduce costs and improve service levels
- Use a framework for continual improvement

Course Outline:

Integrated Global Supply Chain and Logistics Management

- Introduction to supply chain and logistics management
- Current supply chain strategies
- Customer service and logistics
- Channels of distribution
- Planning framework for logistics
- Logistics management and organization

Inventory Management Supply Chains

- Inventory flows and supply chains
- Forms of inventory and their role
- Inventory as buffer islands in a supply stream
- Demand amplification and distortion
- Setting and measuring the effectiveness of inventory
- Planning and forecasting
- Collaborative approaches to optimization

Outsourcing Trends and Best Practice

- Outsourcing operations and services
- Value added services
- Key drivers for outsourcing
- The selection process
- Outsourcing management
- Managing the 3PL relationship
- Detailed metrics and Key Performance Indicators (KPIs)

Finance, Costing and Financial Control

- Finance
- Types of finance debt, equity and others
- Return on capital employed
- Leasing and the difference between finance and operating leases
- The influence of logistics on shareholder value
- Accounting
- Costing
- Budgeting
- Working capital and the supply chain
- The cost of stockholding/inventory and how the supply chain can reduce this
- The cost of credit

- Management of working capital
- Capital project appraisal
- Commercial and financial evaluations
- Return on investment (ROI)
- Payback periods
- Ratio Analysis

Logistics Contracts

- Background law
- Bailment and licenses
- Introduction to agents and principles
- Standard conditions
- International conventions
- Logistics risks and insurance
- Liability - value added services
- Risk management tools
- Third and fourth party logistics solutions
- Agents and principals
- Determining contractual capacity
- Liability
- What are 3PL and 4PL solutions and risk profile
- When to use a tailor-made contract
- Standard conditions
- Special agreements
- Key commercial clauses
- The tender process
- Negotiation techniques
- **Contract management**

Freight Transport Industry - Introduction and Development

- Economics, environment and policy
- Effect of trade deregulation on industrial development
- Global sourcing, industry relocation and its impact on transportation requirement
- Globalization and energy efficiency
- The environment and CO2 emissions
- The World Trade Organization process and quota regimes
- Legislation, authorities and the regulatory environment
- Issues

Freight Transport Industry - Road, Rail, Air and Sea Transport

- Transport characteristics
- Road
- Rail
- Air
- Sea
- Pressures on the industry
- Social
- Security
- Environmental
- Forecasting transportation demand
- Port and terminal capacity
- Current and future trends

Warehouse and Distribution Centre Design

- Outsourcing of warehouse operations
- Warehouse location planning
- Operations - order picking
- Operations - packaging
- Warehouse design and fittings

- Storage systems -manual and automated
- Combined storage and order fulfillment systems
- Sortation systems
- Warehouse layouts and material flow
- Control systems
- The green influence
- Building and utilities
- Storage
- Material handling
- Monitoring overall energy and carbon usage
- Distribution transport
- Waste management
- e-fulfillment (B2C)

Key Issues for Global Supply Chain and Logistics Management

- Developments impacting on the supply chain
- Logistics processes
- Logistics network planning
- Inventory and the integrated supply chain
- Problems with traditional approaches to inventory planning
- New inventory requirements
- The lead-time gap
- Inventory and time
- Inventory planning for manufacturing
- Inventory planning for retailing
- Logistics and the environment
- Best practice
- Reverse logistics

Information Communications Technology and Supply Chains

- Supply chain and IT strategy
- The role of supply chain systems in business change
- Transaction systems
- Planning systems
- Data analysis and reporting
- ASP, outsourcing and security
- Transport management systems
- Supply co-ordination and warehousing systems
- Implementation
- IT and process mapping tool

Performance Measurement and Improvement - Optimization Strategies

- Background to logistics and supply chain management
- Modelling techniques in logistics and supply chain management
- Review of logistics and supply chain performance indicators
- Analytical performance and benchmarking techniques
- Current issues in supply chain performance and optimization