



المركز العالمي للتدريب والتطوير  
International Centre For Training & Development



# WM1603

## Warehouse Operations & Management



INTERNATIONAL ACCREDITATION ORGANIZATION



UNIVERSITY OF ROCKHAMPTON  
MAKING THE DIFFERENCE



## Course Introduction:

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Today, warehousing play a critical role in assuring high level of customer service and overall logistics performance. Warehousing minimize the effective of supply chain inefficiencies, improve logistics accuracy and inventory management and allow product accumulation, consolidation and customization. In a world-class warehousing the cost of warehousing are minimized while improving customer service. The principles and systems described here are common demonstrate of world-class warehousing.

This course aims to provide all stores and warehouse operators with the knowledge to make them more efficient, improve productivity and ultimately to manage the store and warehouse profitably.

## Course Objectives:

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**Upon successful completion of this course, the delegates will be able to:**

- ✓ Learn advanced warehouse operations and management skills
- ✓ Maximize customer service and provide fast and accurate issuing
- ✓ Plan and control the warehousing operation to minimize the operational costs
- ✓ Plan to develop the warehouse personnel
- ✓ Plan to deal and work with the problems and constraints related to warehousing management
- ✓ Reduce time wasted in locating stock
- ✓ Use correct handling equipment
- ✓ Increase your knowledge on good housekeeping of store & warehousing functions
- ✓ Select the appropriate type of equipment

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## Who Should Attend?

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This training course is designed for people:

- With a tactical or strategic role with a responsibility for balancing optimum stock levels with excellent service to their customers
- Warehouse Operations Officers
- Senior Storekeepers (Medical Store)
- Stock, Warehouse and Distribution Professionals

# Course Outline:

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## Day 1:

### **WAREHOUSE MANAGEMENT'S RESPONSIBILITY**

- The concept of logistics and supply chain management
- The new role of warehousing in Supply Chain
- The value & impact of higher efficiency in warehouse
- Management Expectations & Doing the Job Right in warehousing
- The Supply Function and Effective Warehouse Management
  - Stores Responsibilities and Organization
  - Position of Stores Within the Organization
  - Relationships with Other Departments
  - Materials Management
  - The British Standard Guide to Stock Control

### **KEY WAREHOUSE FUNCTIONS & OPERATION**

- Evaluate Receiving & Staging Operations
- Review Put-Away & Assess Storage Functions
- Improve Order Filling Techniques
- Different Methods for Order Selection
- How to Control Order Picking
- Identify Opportunities for Improvement

## Day 2:

### **PRODUCTIVITY IN THE WAREHOUSE**

- Definition of Productivity
- Causes of Lost Time
- Warehousing Management through Performance Analysis

### **IN-WAREHOUSE LOCATION**

- Techniques for Storage Location
- Use of Locator System Controls
- A-B-C Analysis in warehouse management
- Physical Inventory & Cycle Counting Programs
- Establish Material Location & Inventory Control Guidelines

## Day 3:

### **ORGANIZING THE STORAGE AND MATERIAL HANDLING**

- Layout of the Warehouse
- Storage Utilization and Organization

- Stock Location
- Fixed vs. Random Location
- Material Handling Equipment
- How to Improve Receiving / Issuing Material Handling Operations

### **IMPROVE THE WAREHOUSE FACILITY LAYOUT**

- Methodologies for Layout Planning
- Material Flow & Space Utilization
- Reduce Travel Time & Distance
- Layout Philosophies & Capacity Factor Guidelines
- Determine Space & Building Requirements
- Approaches for Upgrading Layout & Space Resources
- Industrial Preservation Practices
- Receipt of Materials and Inspection
- Issue and Dispatch
- Records and Systems

### **Day 4:**

#### **SIMPLIFY & IMPROVE WORK METHODS**

- Key Warehouse Information Features
- Preparing for Technology & WMS
- Bar Coding & RFID
- Improving & Implementing Operational Controls
- Work Simplification & Improvement Methods
- Work Measurement & Workload Balancing
- Warehouse cost management

#### **AUDIT OF A WAREHOUSE**

- Objectives of the Warehouse Audit
- Periodic and Intermittent Audits
- Components of the Audit
- Steps to Follow Before, During, and After the Audit

### **Day 5:**

#### **QUALITY CUSTOMER SERVICES**

- Communication and Dealing Skills
- Fundamentals of e-Business

## MEASURE WAREHOUSE PERFORMANCE & PRODUCTIVITY

- Develop Meaningful Performance Measures
- Controls & Measures that Meet Expectations & Match Workers' Capabilities
- How to Conduct a Productivity Analysis Based on Performance Reports
- Keys to Optimal Performance & Productivity

## Course Requirement:

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"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request".

## Course Certificate:

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**International Center for Training & Development (ICTD)** will award an internationally recognized certificate(s) for each delegate on completion of training.

## Course Methodology:

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**A variety of methodologies will be used during the course that includes:**

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

## Course Fees:

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**To be advised as per the course location.** This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

## Course Timings:

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### Daily Course Timings:

08:00 - 08:20	Morning Coffee/Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee/Tea/Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Coffee/Tea/Snacks
13:30 - 15:00	Last Session

