



المركز العالمي للتدريب والتطوير
International Centre For Training & Development



WM 251 WAREHOUSE SUPERVISOR Roles



ACTVET
Abu Dhabi Centre for
Technical and Vocational
Education and Training
مركز أبوظبي
للتعليم والمهني
والتدريب

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Course Introduction:

The course participants will learn the fundamental roles of any successful warehouse manager and supervisor. They will gain an understanding of how warehouse and distribution operations are managed efficiently. They will also gain sufficient knowledge to allow them to develop solutions to problems in their own working environment.

Course Objectives:

At the end of the course participants will be able to:

- 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.

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Who Should Attend?

This course is designed for junior and middle managers and/or supervisors who are responsible for warehouse and distribution planning and management. This training programme is designed to give each participant a good foundation understanding of this area of operation and the opportunity to increase the knowledge to contribute to the participant's current role.

Course Outline:

Day 1

The Daily schedule

- Determining Inventory Levels

- Scheduling Shipments
- Scheduling Receipts into the Warehouse
- Daily Movements (R-S-S-D)
- Cost-Effective Warehouse Management
- Resource Planning: planned throughput, standards and available resources

Day 2:

Warehouse Operations

- Minimize costs and reaching and desired service
- Handling
- Space
- Location of stock and equipment
- Warehouse Layouts
- Equipment used

Day 3:

Operations Analysis

- Operating Performance
- Cost Performance
- Utilization
- Productivity
- Forecasting for Annual Budgets: volume and cost assumptions

Day 4:

Suggestions for Better Planning

- Storage Modules
- Area and cube availability and constraints
- Aisles and turning areas
- Collection points
- Administration and service areas
- Storage utilization factors
- Two and three dimensional models

Day 5:

Planning Checklist for Improved Performance

- Eliminate moves where possible
- Straighten and shorten moves
- Have as few stops as possible
- Pre-position for next operations before depositing material

- Aisle space is as important as storage space
- Combine or eliminate operations
- Move people rather than materials

Course Certificate:

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

Course Methodology:

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

Course Fees:

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

Course Timings:

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	Lunch Break & Prayer Break
13:30 - 15:00	Last Session