



المركز العالمي للتدريب والتطوير  
International Centre For Training & Development



# WM 281

## WAREHOUSE AND STORE Management



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

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## Course Introduction:

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Warehouses and stores are often under-rated operations in organizations, yet they are essential in providing customer service.

The purpose of this seminar is to show how to implement all of the essential tools for the effective management of warehousing and stores. This module therefore:

- Shows how to evaluate procedures,
- Shows how to change and improve methods by eliminating wasteful activities and excess costs.
- Provides the practical skills to take back to the workplace.
- Shows how to avoid those internal problems that limit performance
- Allows delegates to obtain added value for money
- Shows how to improve customer service

## Course Objectives:

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**By the end of this seminar 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

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## Who Should Attend?

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- 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 Outline:

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### Day 1

#### The Role of the Warehouse

- Why we need a warehouse,

- What functions they cover,
- How do they fit into the supply chain
- The balance between sorting and storing
- 12 initial questions to ask about warehousing activity

### **Product Classification**

- Supply /demand variables
- ABC Analysis or the 80/20 rule
- Determining product handling groups
- Throughputs and product formats

## **Day 2**

### **Layout Options**

- Receiving options
- Storage options
- Picking/assembly options
- Dispatching options
- Using the floor and the height space
- Organizing for flow

### **Methods and Equipment**

Here we specifically look at the lifting, storing and moving equipment available for specific layout options, including:

- Warehouse structures
- Loading bays
- Selecting fork lift trucks
- Selecting racking
- Implications for warehouse layouts
- Operational timings and planning

## **Day 3**

### **Health and Safety**

- Duty of care
- Inspections and risk assessments-task analysis
- Equipment maintenance and care
- Raising people's awareness

### **Security and Loss**

- Minimizing internal theft

- Minimizing external theft
- Preventative measures will be briefly discussed

#### Day 4

##### Productivity and Costs

- Fixed and variable cost
- Typical costs involved
- A model for understanding the roles of productivity, utilization, and performance
- Setting productivity and cost targets
- The importance of having measurements and key indications of performance

##### Service Levels

As Warehouses are a link in the total process of satisfying customers, this session will therefore look at:

- Internal and external customers
- The three key customer service measure
- Customer service sampling
- Effects of substandard service
- Minimizing errors

#### Day 5

##### Warehouse Layout

- Different types of layout with advantages and disadvantages
- Planning for flow in the warehouse
- Checklists to help on deciding the best option

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

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