

Introduction:

This extensive training course on warehouse and stores management is designed to provide participants with a thorough understanding of the operational and managerial aspects of warehouses and stores. It is tailored for professionals aiming to improve their skills and knowledge in managing warehouses and stores, equipping them with the necessary tools and insights to ensure efficient and cost-effective operations.

Although warehouses and stores are often overlooked within organizations, they play a critical role in delivering excellent customer service. This training seminar focuses on how to implement all essential management tools and techniques to operate warehouses and stores effectively.

The course covers the basics of warehouse management, includes training on warehouse management systems, and offers a certificate program for professionals who wish to validate their expertise in warehouse management.

This seminar provides an introductory foundation for understanding the complexities of warehouse operations. It is intended for individuals seeking to build a strong base in warehouse management principles and serves as a starting point for more advanced and specialized warehouse training programs.

Upon completion of this seminar, participants will gain a broader understanding of warehouse operations and be well-prepared to pursue advanced courses in warehouse management systems and certification programs. This course represents a valuable investment in professional development within the warehousing and store management fields.

Warehouse Training and Performance:

A key component of this course addresses the elements that drive effective training and performance in a warehouse environment. The unit on warehouse training and performance emphasizes the implementation of best practices to optimize productivity and operational efficiency.

This course serves as a crucial foundation for individuals seeking to achieve certification in warehouse management, providing essential knowledge and skills to become competent warehouse professionals.

Whether participating in in-store management training programs or this course, individuals will receive comprehensive preparation for the challenges and opportunities encountered in warehouse and store management. As part of the professional development commitment, participants will also be guided through the process of obtaining warehouse management certification, validating their capabilities in managing warehouse operations.

The course outlines the pathways to obtaining certification in warehouse management systems, allowing participants to demonstrate their certified skills to employers and stakeholders upon successful completion. This comprehensive training aims to provide professionals with a strong skill set and a competitive advantage through recognized warehouse management certification.

Target Audience:

- Warehouse managers
- Stores managers
- Procurement professionals
- Supply chain professionals

Course Objectives:

By the end of this course, participants will be able to:

- Evaluate existing procedures in warehouse and store management
- Implement changes and improvements to current methods
- Eliminate unnecessary activities and reduce costs
- Avoid internal issues that hinder performance
- Achieve greater value for money
- Enhance the level of customer service provided

Targeted Competencies:

Participants will improve their abilities in:

- Analyzing warehouse operations
- Increasing productivity
- Selecting and maintaining appropriate equipment
- Conducting safe operational practices
- Reducing costs while improving service quality
- Applying a continuous improvement framework

Course Content:

Unit 1: The Role of the Warehouse

- Understanding the necessity of warehouses
- The key functions warehouses fulfill
- How warehouses integrate within the supply chain

- Balancing the activities of sorting and storing
- Twelve fundamental questions to consider about warehouse activities

Unit 2: Product Classification

- Variables influencing supply and demand
- Applying the ABC analysis, also known as the 80/20 rule
- Defining product handling categories
- Managing throughputs and product formats

Unit 3: Layout Options

- Options for receiving goods
- Various storage configurations
- Approaches to picking and assembly
- Options for dispatching products
- Efficient use of floor and vertical space
- Organizing layouts to optimize workflow

Unit 4: Methods and Equipment

- Warehouse building structures
- Design and use of loading bays
- Choosing appropriate forklift trucks
- Selecting suitable racking systems
- How equipment choice affects warehouse layouts
- Planning operational schedules and timings

Unit 5: Health and Safety

- Understanding the duty of care responsibilities
- Conducting inspections and risk assessments
- Proper maintenance and care of equipment
- Increasing staff awareness on safety issues

Unit 6: Security and Loss Prevention

- Strategies to minimize internal theft
- Measures to prevent external theft

- Brief overview of preventative security measures

Unit 7: Productivity and Costs

- Distinguishing between fixed and variable costs
- Typical expenses involved in warehouse operations
- A model to understand the relationship between productivity, utilization, and performance
- Setting realistic targets for productivity and costs
- Importance of measurement and key performance indicators

Unit 8: Service Levels

- Identifying internal and external customers
- The three primary customer service performance measures
- Sampling customer service to gauge quality
- The impact of poor service on the business
- Techniques to reduce errors and improve service

Unit 9: Warehouse Layout

- Advantages and disadvantages of different layout types
- Planning for optimal workflow within the warehouse
- Checklists to assist in selecting the best layout option