

# Warehouse Stores and Stock Control

21 – 25 February 2021

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## Introduction

Warehousing is an integral part of every logistics system, where the warehousing is an important link between the producer and the customer. Warehousing plays a vital role in providing a desired level of customer service at the lowest possible cost where there is a pressure on the warehouse to perform its functions to a high standard to meet the expectations of the customer. Over a number of years, warehousing has developed from a relatively minor part of company's logistics system to one of its most important functions.

## Objectives

By the end of this course practitioners shall learn to:

1. Explain the challenges, objectives, and functions of warehousing
2. Perform ABC inventory classification and cycle counting and calculate record accuracy and discrepancies
3. Identify the different types of storage and material handling systems
4. Improve supervisory skills and deal more effectively with warehouse staff issues
5. Develop better skills for housekeeping and safety within the warehouse
6. Measure warehouse productivity using the right Key Performance Indicators (KPIs) and conduct a scientific audit of the warehouse

## Who Should Attend

Those involved in warehousing (store) activities, both at the operational and supervisory levels. The course is also appropriate for anyone interested to know more about the interaction between warehousing and other materials management functions (purchasing, inventory control and distribution).

## Outline

### DAY 1:

- Course opening
- Overview about the course and its objectives
- Pre-assessment

#### **Introduction to warehouse Management**

- Objectives of warehousing
- The modern warehouse
- The warehousing cycles
- Problems and challenges in warehousing
- Warehousing and inventory costs
- Customer service in warehousing

### DAY 2:

#### **Inventory classification and record accuracy**

- Types of inventory
- The ABC classification
- Uses of the ABC classification
- Inventory record accuracy
- Reasons for poor accuracy
- Periodic and cycle counting
- Systems and methodology of counting
- Knowing what is inside the warehouse
- Knowing how much is inside the warehouse

### DAY 3:

#### **Storage and material handling systems**

- Layout of the warehouse
- Size and shape of the warehouse
- Storage utilization and organization
- Types of storage systems
- Fixed versus random location
- Material handling equipment
- Material handling equipment checklist
- Improving the receiving/issuing material operations

## DAY 4:

### **Dealing with staff related warehousing issues**

- Key roles of the warehouse manager
- Staff management issues
- Corrective guidance techniques
- Qualities of a good warehouse employee
- Motivation of warehouse employees
- Good housekeeping inside the warehouse
- Identifying safety hazards
- Unsafe acts and conditions
- Causes of damage
- Planning for safety

## DAY 5:

### **Productivity and audit of a warehouse**

- Definition of productivity
  - Causes of lost time
  - Warehousing key performance indicators
  - Objectives of the warehouse audit
  - Components of the audit
  - Steps to follow before, during and after the audit
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- Course wrap up
  - Post-assessment exam
  - Course closure

# Training Method and Schedule

## Training Method

- Live group instruction through the online platform
- PROJACS will use WEBEX platform if the course is online. <https://www.webex.com/>
- Use of real-world examples, case studies and exercises.
- Interactive participation and discussion.
- Power point presentation, and activities.
- Self-assessment tests and group think exercises.
- Mini-individual presentation and sharing feedback.

## Program Support

This program is supported by interactive discussions, case studies and highlight the techniques available to the participants.

## Schedule

### The Daily Online course's Schedule:

#### Session 1:

09:00 – 10:30 am (1h30)

Break: 10:30 – 10:45 am

#### Session 2:

10:45 – 12:15 pm (1h30)

Break: 12:15 – 12:30 am

#### Session 3:

12:30 – 01:30 pm (1h)

Break: 01:30 – 01:45 am

#### Session 4:

01:45 – 02:45 pm (1h)