

WAREHOUSE OPERATIONS MANAGEMENT TRAINING



Warehouse Operations Management

Who should attend?

The Warehouse Operations Management training is ideal for a range of professionals involved in warehouse and supply chain management. Here's a list of potential attendees:

1. **Warehouse Managers** – Overseeing daily operations and ensuring efficiency in the warehouse.
2. **Warehouse Supervisors** – Managing teams and ensuring smooth workflow on the floor.
3. **Inventory Control Managers** – Handling inventory accuracy, stock levels, and inventory audits.
4. **Logistics Coordinators** – Managing the flow of goods, including receiving and dispatching.
5. **Supply Chain Managers** – Overseeing the end-to-end supply chain, including warehouse integration.
6. **Operations Managers** – Ensuring that warehouse operations align with broader company goals.
7. **Procurement Officers** – Coordinating stock levels, orders, and supplier relationships.
8. **Warehouse Planners** – Designing warehouse layouts and optimizing space for better workflow.
9. **Distribution Managers** – Ensuring timely and efficient delivery of goods from the warehouse to customers.
10. **Warehouse Safety Officers** – Focusing on safety protocols, risk management, and compliance.
11. **Maintenance Supervisors** – Managing equipment and infrastructure to ensure smooth operations.
12. **Business Owners** – Particularly in retail, e-commerce, or manufacturing, looking to streamline their warehouse operations.
13. **Team Leaders in Warehouse Operations** – Supporting supervisors and contributing to day-to-day operations.
14. **Shipping and Receiving Clerks** – Handling inbound and outbound logistics processes.
15. **Consultants and Analysts** – Involved in advising on or optimizing warehouse processes for clients.

These attendees would gain valuable insights into improving their warehousing processes, enhancing efficiency, and reducing operational costs.

Target Industries

- Retail and E-Commerce
- Manufacturing
- Logistics and Supply Chain
- Food and Beverage
- Construction
- Consumer Goods and FMCG (Fast-Moving Consumer Goods)
- Pharmaceuticals and Healthcare
- Electronics and Technology
- Automotive
- Textile and Apparel
- Third-Party Logistics (3PL) Providers
- Agriculture

Reserve your seat today to avoid disappointment!

Also Available on request as an In-house workshop. Are You grappling with your

Warehouse operations and would like to discover easier and more practical ways to Streamline Procedures?

Workshop Overview

The unique cutting-edge concept behind this 2-Day workshop is intended to deliver Warehouse best practice in a simulated environment whereby participants / learners are actually exposed to hands-on training on the incumbent relevant procedures underlying Warehouse Management. Over and above the theoretical aspects to be covered on best practice, delegates will delve into the practical aspects and thoroughly experience the relevant processes involved.

This course has been designed by our Warehouse & Distribution specialists and it equips delegates with practical learning tools that assist them in elements of warehousing; covering all elements, from procurement to operations and distribution and other key components such as creating, sustaining and managing a healthy supply chain system, promoting a multi-disciplinary and integrated approach to warehousing operations management, in line with current best warehousing practice.

Target Competencies

- Warehouse operations
- Customer service
- Record accuracy
- Staff relations
- Health & Safety management
- Warehouse auditing

Course Objectives

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

- Explain the challenges, objectives and functions of warehousing
- Perform ABC inventory classification and cycle counting and calculate record accuracy and discrepancies
- Identify the different types of storage and material handling systems
- Improve supervisory skills and deal more effectively with warehouse staff issues
- Develop better skills for housekeeping and safety within the warehouse
- Measure warehouse productivity using the right KPIs and conduct a scientific audit of the warehouse

The Main Facilitator

Mr. Yunus Rubidge CIPS has jumped through all the hoops in his illustrious career as a Supply chain professional and is uniquely and exceptionally positioned to deliver as the main facilitator on this workshop. His experience takes us back 35 years in the Supply Chain Management Industry. During this time, he has worked as: -Supply Chain Manager at Dresser Rand - Strategic Sourcing specialist at Eskom - Procurement Specialist at SABSA To balance out his public sector experience, he has also held senior positions at the University of Witwatersrand, Vodacom, Sasol Nitro, De Beers Diamond Mining & Daimler Chrysler.

This wealth of knowledge entails that he has a broad base of extensive public & Private sector experience to draw from.

His expertise covers the length and Breadth of all the supply chain functions, procurement, Warehousing operations and related Topics from strategic sourcing, Materials Management, Supplier Management, Policy and Strategy Development, Contract Management, Cost Reduction techniques and everything in between. Yunus is an accomplished course leader who excels at taking this subject matter and creating high-energy interactive presentations that entertain, excite and provoke interest. His training sessions are always Jam-Packed with information, yet because he is so entertaining, course participants often don't realize how much they are learning.

Yunus has a gift for connecting with people and helping them to understand complex procurement and supply chain information with minimum difficulty.

Method of Delivery

This course uses a mixture of interactive learning tools such as videos, questionnaires, case studies, team exercises, individual exercises and group discussions culminating into an actual field trip to one of the best setup and operated Warehouses in the world

Testimonies from Attendees of the Warehouse Operations Management Workshop

"The facilitator's knowledge & experiences provided realistic knowledge of situations in the workplaces"

– Jayendran Reddy – Warehouse Receiver (Takata)

"I had a rare opportunity to learn from so many other people in the same position who attended and how they deal with situations in their workplaces"

– Jannie Odenaal – Operations Manager (Dangee & Carlen)

"Great group that attended, the group discussions were as insightful as the training"

– Eben Engelbrecht – Distribution & Warehouse Manager (Microsep)

Full Course Topics:

Introduction to Warehouse Management

- Objectives of Warehousing
- The Modern Warehouse
- The Warehousing Cycle Problems and challenges in Warehousing
- Warehousing and Inventory costs
- Customer Service in Warehousing

Inventory Classification & Record Accuracy

- Types of Inventory
- The ABC classification and its uses
- Record Accuracy
- Reasons for Poor accuracy Periodic and Cycle Counting
- Systems and methodology of counting
- Knowing what's inside the Warehouse
- Knowing how much is inside the Warehouse

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

Full Course Topics:

Storage and Materials Handling Systems

- Layout of the Warehouse
- Size and shape of the Warehouse
- Storage utilization and organisation
- Types of storage systems
- Fixed vs. Random location
- Materials Handling equipment & Checklist
- Improving the receiving / Issuing operations

Productivity and Audit of a Warehouse

- Definition of Productivity
- Causes of lost time
- The Right Warehousing KPIs
- Objectives of the Warehouse Audit
- Components of the Audit
- Steps to follow: Before, during and after the audit.

Safety in the Warehouse

- Good Housekeeping practices inside the W/House
- Identifying Safety Hazards
- Isolating Unsafe acts and conditions
- Causes of Damage Planning for Safety

Full Itinerary:

Day 1

Introduction to Warehouse Management

08.00-08.45 Breakfast & Registration

As you mingle with our staff, fellow delegates and the facilitators

08.45-09.30 **Session 1**

Topic: Introduction to Warehouse Management

09.30-09.45 **Session 2**

Topic: Introduction to Warehouse Management

09.45-10.30 **Session 3**

Topic: Inventory Classification & Record Accuracy

10.30-10.45 Tea Break

10.45-11.30 **Session 4**

Topic: Inventory Classification & Record Accuracy

11.30-12.15 **Session 5**

Topic: Inventory Classification & Record Accuracy

12.15-1.00 Lunch

1.00-1.45 **Session 6**

Topic: Storage and Materials Handling Systems

1.45-2.30 **Session 7**

Topic: Storage and Materials Handling Systems

2.30-3.15 **Session 8**

Topic: Storage and Materials Handling Systems

- End of Day 1 -

Full Itinerary:

Day 2

Introduction to Warehouse Management

08.00-08.45 Breakfast & Registration

As you mingle with our staff, fellow delegates and the facilitators

08.45-09.30 **Session 8**

Topic: Dealing with Staff Related Warehouse Issues

09.30-09.45 **Session 9**

Topic: Dealing with Staff Related Warehouse Issues

09.45-10.30 **Session 10**

Topic: Safety in the Warehouse

10.30-10.45 Tea Break

10.45-11.30 **Session 11**

Topic: Productivity and Audit of a Warehouse

11.30-12.15 **Session 12**

Topic: Key Performance Indicators

12.15-1.00 Lunch

1.00-1.45 **Session 13**

Topic: Challenges in Warehousing

1.45-2.30 **Session 14**

Topic: Customer Care

2.30-3.15 **Session 15**

Topic: A glimpse at Regulatory & Compliance Issues

- End of Day 2 -