

# € TRAINING

Warehouse and Stores Management



# Warehouse and Stores Management

## Introduction:

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.

## Course Objectives:

At the end of this course the participants 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

## Targeted Audience:

- Warehouse Managers
- Stores Managers
- Procurement Professionals
- Supply Chain Professionals

## Course Outlines:

### Unit 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

### Unit 2: Product Classification:

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

### Unit 3: Layout Options:

- Receiving options
- Storage options
- Picking/assembly options

- Dispatching options
- Using the floor and the height space
- Organizing for flow

#### Unit 4: Methods and Equipment:

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

#### Unit 5: Health and Safety:

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

#### Unit 6: Security and Loss:

- Minimizing internal theft
- Minimizing external theft
- Preventative measures will be briefly discussed.

#### Unit 7: 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

#### Unit 8: Service Levels:

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

#### Unit 9: Warehouse Layout:

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