

WAREHOUSE OPERATIONS AND STORES MANAGEMENT

PIN012

COURSE DESCRIPTION

Warehouses and stores are often under-rated operations in organisations, 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 answers many questions related to warehousing and store management:: How to evaluate procedures, how to change and improve methods by eliminating wasteful activities and excess costs, how to avoid those internal problems that limit performance, and how to improve customer service.

COURSE GOAL

To enhance participants' knowledge, skills, and abilities necessary to properly perform warehousing operations and manage stores.

COURSE OBJECTIVES

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

- Analyse warehouse operation and evaluate procedures.
- Change and improve methods.
- Eliminate non-value-added activities.
- Avoid all those internal problems that negatively affect performance.
- Obtain added value for money.
- Improve customer service.
- Select and maintain equipment.
- Conduct safe operations.

WHO CAN BENEFIT

- New appointed to managing warehouses or stores
- 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 DURATION

5 Working Days

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COURSE OUTLINE

1. The Role of the Warehouse

- The Balance between Sorting and Storing
- 12 initial Questions to Ask about Warehousing Activity

2. Product Classification

- Supply /Demand Variables
- ABC Analysis or the 80/20 Rule
- Determining Product Handling Groups
- Throughputs and Product Formats

3. Layout Options

- Receiving Options - Storage Options - Picking/Assembly Options
- Dispatching Options - Using the Floor and the Height Space Organising for Flow

4. Methods and Equipment

- Warehouse Structures - Loading Bays
- Selecting Fork Lift Trucks - Selecting Racking
- Implications for Warehouse Layouts - Operational Timings and Planning

5. Health and Safety

- Duty of Care
- Inspections and risk Assessments-Task Analysis
- Raising People's Awareness

6. Productivity and Costs

- Fixed and Variable Cost
- Typical Costs Involved
- A model for Understanding the Roles of Productivity, Utilisation, and Performance
- Setting Productivity and Cost Targets
- The importance of Having Measurements and Key Indications of Performance

7. Service Levels

- Internal and External Customers
- The Three Key Customer Service Measure
- Customer Service Sampling

- Effects of Substandard Service
- Minimizing Errors

8. Stock Coding

- Different Methods
- Understanding of all Involved
- Checklists to Help on Deciding the Best Option

9. Stock Recording

- Segregation of Duties
- Legal Issues
- How do we Get Inaccuracies?

10. Stock Checking

- Roles and Responsibility
- Requirements
- Job Descriptions
- Authority Levels
- Tolerances and Approvals
- The Programme
- Options
- Reconciliations / Discrepancies

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