

# WAREHOUSE OPERATIONS PLANNING AND RISK MANAGEMENT

**PIN021**

## COURSE OVERVIEW

Warehouses and stores are often under-rated operations in organisations, yet they are essential in providing customer service. The purpose of this course 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, all will be addressed with an emphasis on risk management for warehouse operations.

## COURSE OBJECTIVES

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

- Define warehouse & risk management.
- Explain the current trends affecting warehouse
- Understand how to identify and analyze the various risks to warehouse & supply chains as all.
- Describe and apply approaches to risk management and the steps needed for its implementation
- Gives practical advices on how to create a resilient supply chain & warehouse, in the worst case, how to plan for and respond to disasters
- Discuss up-to-date case studies such as the BP oil spill and the Chilean mining disaster
- Identify both the possible effects that disruptions can cause and how to plan for them, as well as discussing risks varying from traffic congestion to major environmental disasters.

## WHO SHOULD ATTEND

- Managers, supervisors and team leaders.

## COURSE DURATION

5 Working Days

## COURSE OUTLINES

1. **Working with Risk**
  - Risk and management
  - Growth of risk management
  - Risk and supply chains(warehouse)

## 2. Defining Risk

- Features of risk
- Decisions and risk
- Structure of decisions
- Decisions with certainty
- Decisions with uncertainty
- Decisions with risk
- Decisions with ignorance
- Managing risk

## 3. Warehouse & Supply Chain Management

- Definitions
- Structure of warehouse & a supply chain
- Aims of warehouse & supply chain management
- Activities of logistics
- Importance of logistics
- Risk in the warehouse & supply chain

## 4. Trends Affecting the Supply Chain

- Increasing risk
- Road closure in Washington State
- Trends in supply chain management
- Integration of supply chains
- Cost reduction
- Agile logistics
- E-business
- Globalization
- Outsourcing
- Changing practices in logistics

## 5. Approaches to Risk Management

- Definitions
- Development of risk management
- Aims of SCRM
- Steps in risk management
- Some principles of SCRM

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## 6. Identifying Risks

- Types of risk
- World Economic Forum
- Identifying risks
- Tools for analyzing past events
- Tools to analyze operations
- Problems with risk identification

## 7. Analyzing Risks

- Response to risk
- Alternative responses
- Mnemonics for risk management
- Defining options
- Choosing the best response
- Implementation and activation

## 8. A Network View of Risk

- Shared risks
- Achieving an integrated approach
- Identifying risks
- Analyzing and responding risks
- Problems with integrating SCRM
- Levels of SCRM integration

## 9. Creating Resilient warehouse & Supply Chains

- Design of a resilient chain
- Principles of designing a resilient warehouse & supply chain
- Physical features of a resilient warehouse & supply chain
- Relationships within a resilient warehouse & supply chain
- Risk compensation and business community
- Features of a resilient warehouse & supply chain

## 10. Business Continuity Management

- Emergencies and crises
- Use of BCM
- Steps in business continuity management
- Deliverables