



Warehouse & Stores Management

Duration 5 Days

Introduction

Warehouses and stores are often under-rated operations in organizations, 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 shows how to evaluate procedures, change and improve methods by eliminating wasteful activities and excess costs. It provides the practical skills to take back to the workplace so that all those internal problems that limit performance are avoided. The course will allow delegates to obtain added value for money and to improve customer service.

Objectives

By the end of this course delegates 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

Training Methodology

- Expert tutor input using power points
- Delegate discussion and involvement
- Case studies
- Exercises
- Best practice examples
- Supportive comprehensive course manual enabling practical application and reinforcement

Who should attend?

- Those new to managing warehouses or stores
- Those 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 Outline

1. Day1

1.1. The Role of the Warehouse

An introduction to why we need a warehouse, what functions do they cover, how do they fit into the supply chain including:

- The balance between sorting and storing
- 12 initial questions to ask about warehousing activity

1.2. Product Classification

It is important to establish key characteristics of the products handled as this have implications for all the warehouse operations.

Such characteristics include:

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

2. Day2

2.1. Layout Options

In examining all the operations undertaken, the balance has to be found between maximizing space usage whilst minimizing the time taken to carry out the operations. This involves looking at:

- Receiving options
- Storage options
- Picking/assembly options
- Dispatching options
- Using the floor and the height space
- Organizing for flow

2.2. Methods and Equipment

Here we specifically look at the lifting, storing and moving equipment available for specific layout options, including:

- Warehouse structures



- Loading bays
- Selecting fork lift trucks
- Selecting racking
- Implications for warehouse layouts
- Operational timings and planning

3. Day3

3.1. Health and Safety

Warehouses are potentially dangerous areas in which to work, and an overview of the appropriate legalization will be looked at, including:

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

3.2. Security and Loss

This session looks at minimizing internal and external theft, recognizing that, generally internal theft is the major problem. Preventative measures will be briefly discussed.

4. DAY 4

4.1. Productivity and Costs

To make operations efficient and effective, then cost control and productivity need to be managed. This session will therefore look at:

- 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

4.2. Service Levels

As Warehouses are a link in the total process of satisfying customers, this session will therefore look at:

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

5. DAY 5

5.1. Stock Coding

The method by which stock is coded is important in the overall management process, this session will examine:

- Different methods
- Understanding of all involved
- Checklists to help on deciding the best option

5.2. Stock Recording

This session looks at stock recording, a critical aspect of stock control and if done incorrectly is the source of many subsequent errors.

- Separation of powers
- Legal issues
- How do we get inaccuracies?

5.3. Stock Checking

Much time can be spent on this activity, but there are methods to both minimize the time and at the same time increase checking accuracy. This session examines such aspects:

- Roles and responsibility
- Requirements
- Job Descriptions
- Authority levels
- Tolerances and approvals
- The programme
- Options
- Reconciliations / discrepancies

5.4 Summary

Finally, in linking together all the sessions, we put forward simple overviews and a clear summary, including:

- The 7 step model for better warehouse management
- The top 20 warehousing ideals for continuous improvement