

Warehouse Management Course Outline

Course facilitator :

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Introductory paragraph:

A well-managed warehouse is now recognised as a potentially major source of competitive advantage as opposed to just another source of cost before product reaches the customer. To achieve this competitive advantage, it is important to choose the right type of operation, processes and equipment, and then understand and continuously improve performance through appropriate measures and controls.

Through case studies, examples and exercises in this workshop you will learn:

The role and functions of the warehouse in today's supply chain

Discover the many different types of warehouses and how to develop an appropriate warehouse strategy and network for your business, including the outsourcing process.

Warehouse operations, procedures and processes

Understand how, from receiving to despatch, all operations can be performed with greater efficiency using technology and manpower in the most efficient and effective ways, including the functionality of a warehouse management system for planning, monitoring and control.

How technology can be used to best advantage in the warehouse

Learn from case studies how other companies have improved their operational productivity and delivery performance using the latest technologies and equipment for warehouse planning, materials handling and storage.

Warehouse cost management and performance controls

Analyse the potential sources of cost in the warehouse and their relationship to performance. Gain hands-on practice in calculating key performance indicators and identify the most effective way to present your analysis.

Workshop Agenda

Day 1

Role of the warehouse in the supply chain

- Purposes of holding stock
- Functions of a warehouse
- Types of warehouse

Discussion: What is a warehouse REALLY for?

Elements of warehousing strategy

- What do you want the warehouse to do?
- Objectives of warehouse management – service vs cost
- Outsourcing and contracts
- Warehouse location and number of warehouses

Case: ACME

Introducing the new warehouse technologies

- Summary of warehouse technologies
- Functions and role of the warehouse management system (WMS)
- Automatic identification methods
- Modelling and simulation systems

Demonstration: voice picking

Warehouse functions

- Receiving and putaway or cross-dock
- Picking
- Replenishment
- Packing and despatch
- Returns

Exercise: ABC analysis

Other management issues

- Housekeeping
- Safety and environment
- Stock counting

Day 2

Developing a warehouse strategy

- Stages in strategy development

Warehouse planning

- 2 dimensional and 3 dimensional space planning
- Warehouse layout
- Storage methods and equipment
- Warehouse automation
- Materials handling methods and equipment

Exercise: Bargain Store

Planning of management issues

- Risk planning
- Warehouse legislation
- Health and safety and environment

Exercise: Hazard identification

Warehouse cost management

- Sources of cost and cost drivers
- Calculating costs and rates
- Activity-based costing

Exercise: Resource planning

Exercise: Unit cost calculations

Performance management and improvement

- Productivity standards
- Performance indicators and control methods

Exercise: Identifying KPIs