

**Distribution Centres** are under increasing pressure to reduce operating and inventory costs and yet still increase customer service levels. Distribution centres are no longer viewed as just cost-centres but are viewed as a critical value-adding link in the supply chain.

**World-class customer service can only be achieved through a world-class distribution centre.**

This conference will help delegates to explore ways to optimize their processes in order to build higher throughput and a flexible system for superior customer service while minimizing operational expense.

Speakers will address the fundamental issues challenging modern organisations and will offer strategic and practical approaches for consideration in transforming your distribution centre into a value-adding link in your supply chain.

### What this year's delegates had to say:

*Very informative and applicable. Very well put together and run – thank you very much.*

*Good content all round. Found the sessions practical enough for real life application.*

*The whole event has been a real eye-opener for us*

*Conference well presented and informative. Speakers all professional and experts in their fields. Real life case scenarios.*

*Excellent conference, excellent facilitator. Generally very good speakers. Well done!*

*Very interesting, well presented and very applicable to the DC environment.*

*Excellent topic coverage. The conference was very insightful.*

*Our thanks to the following companies that have contributed to the content of this conference:*



Max Smeiman & Associates



## Who would benefit from this Conference?

Whether you're an experienced professional or a junior executive interested in learning industry best practices, the information that was presented at this conference is practical and designed to benefit you and your organisation.

If you are involved in any of the following areas, the content of this conference will be applicable to you:

- Logistics
- Supply Chain Management
- Warehousing and operations
- Distribution
- Materials Management
- Planning, Forecasting & Replenishment
- Freight Management
- Inventory Management
- Manufacturing
- Information Technology
- Order Fulfilment
- Stores Management

## What are the Benefits ?

The practical nature of this conference ensures that delegates will receive tips and techniques that have real potential for immediate implementation in their distribution centre.

Specifically, delegates will benefit from:

- Real-world success stories from world-class case studies
- Best practices to improve efficiencies and reduce operating costs
- Practical ideas and methodologies from experienced practitioners
- Awareness of the potential shortcomings of your own systems and operation
- Insight into new technologies available that are suitable for your operation
- The content also offers a great benchmarking opportunity



## Cost

The cost per copy of the conference recording multimedia DVD is R 1 850 + vat. Additional copies can be ordered at a cost of R 925 + vat.

The DVD will be couriered over night to any destination within the borders of South Africa at an additional cost of R100 + vat.

For any enquiries regarding the content or format, or if you wish to order a copy, please contact Carmen Eblen:

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## Recorded Sessions

### Designing for Storage – the Approach to Adopt and the Choices of System and Equipment Available

The majority of space in most DC's is used for storage, with storage solutions ranging from simple block stacking with no storage equipment, to complex high-rise racking solution with fully integrated automatic handling equipment. Whatever the right solution, it is not simply a matter of talking to your local racking salesman or browsing catalogues for something that "looks right".

Selecting the right solution demands careful analysis of the range of items to be stored, the relationships between them and, not least, the demands for, and stockholding of, each. Those characteristics must be matched against space availability and only then should consideration be given to equipment selection.

In this presentation, the speaker describes the analytical processes involved in storage systems design and reviews the relative merits of the different types of equipment that are available, in order to maximise the use of space, provide selectivity so that each and every item can be accessed, to achieve high levels of productivity and facilitate safe and secure operations..

*Speaker: Robert Williams, LPC International*

### Back to Basics: A Guide to Inventory Accuracy in the Warehouse

Inventory accuracy is vital in the daily operation of any distribution centre – you need to be able to determine what you have and where it is. Inaccurate inventory can have a severely negative impact on productivity, profitability and customer service levels, however it is one of the easiest process improvements to accomplish if the right approach is followed.

The speaker will discuss:

- Identifying the cause of inventory errors
- Developing error-free processes
- Skills, motivation & discipline
- Continuous measurement and improvement

*Speaker: Mike Johnston, Director, Logistics Management*

### Selecting the Right Technologies and Order Fulfillment Methods for your Operation

With the advent of new technologies in the warehouse, paper-picking methods are almost a thing of the past. RF terminals and scanners have moved aside for pick-to-light and pick-to-display systems. Recently, voice-directed applications have taken warehouses one step closer to near-errorless picking.

Many variables such as entry fee, training, accuracy, order frequency and flexibility must be considered prior to selecting a system. This session will discuss these variables as well as various order fulfilment configurations. Case studies will be presented illustrating the business benefits achieved when the right solution is implemented.

*Speaker: Raymond Hoy, Managing Director, Mobiscan*

### Case Study: Voice-Picking at Spar

A few years ago, the SPAR Group undertook to upgrade their DC operations. They needed to migrate from a paper based system in their DC's to a real time 'RF' system. We will look at what technology was used and what the impact was on operations and more importantly on the bottom line. We will examine why different technologies were selected to be used in the different parts of the warehouse operation.

*Speaker: Michelle Hollis, Country Manager, Psion Teklogix*

### Understanding the Economics of Warehousing – Making Every Cent Count

Do warehousing activities add **value**, or **cost**, to a business? is a frequently asked question in logistics and supply chain circles.

Whatever your views on the subject, it is essential to have the best possible understanding of the elemental build-up of the costs that warehouse operations attract and, importantly, where you should focus attention to reduce those costs, improve unit cost performance, achieve better productivity and performance, and make a positive contribution to the "bottom line" of the business.

Based on extensive research into the costs of warehousing and distribution, both in South Africa and other countries, the speaker provides a valuable

insight into the cost “drivers” in warehousing operations, provides some survey results on costs and unit costs, and advises on how to identify areas of potential cost reduction, and what to do about them.

*Speaker: Robert Williams, LPC International*

### **Virtual Site Visit & Case Study: Super Group’s Super Park**

Considered to be one of the largest outsourced warehousing complex in Southern Africa, Super Park is a massive 103 000 m<sup>2</sup> development on 37 hectares of land in Isando on the East Rand.

The supply chain management division of Super Group is responsible for the development of this park and provides warehousing and distribution services to a cross-section of clients from the automotive, fast-moving consumer goods (FMCG), industrial, milling, mining and paper industries.

In addition to the video tour, Chris will present a case study in which the LEAN methodology was used to achieve significant benefits and results within the FMCG DC in Super Park.

*Speakers: Jerry Magotsi, Warehouse Manager, Super Group Supply Chain Partners; Chris Hewitt, Lean Consultant, VSC Solutions*

### **Distribution Centre Design – Thinking and Planning “Outside The Box”**

The design and re-engineering of Distribution Centres usually focuses primarily on the inside of the DC “box”, with detailed consideration being given to the storage, materials handling and order picking systems, a little less to receiving and despatch functions, and all too often, very little on what should happen “outside the box”, in relation to planning for DC-related transport activity.

As transport costs can represent a very significant part of total logistics costs it is important that DC operations are planned with DC yard activities and transport in mind. The ability to receive, route, park, circulate, manoeuvre, queue and accommodate adequate numbers of trucks – both inbound and outbound – is essential to achieving “on-time, in-full” delivery maxims.

In this paper the speaker discusses some of the key issues which affect DC design “outside the box”, and illustrates his arguments with examples of good

and poor design.

*Speaker: Robert Williams, LPC International*

### **Panel Report-back from the International Materials Handling Exhibition in Birmingham**

The International Material Handling Exhibition (IMHX) runs from 16-19 November 2010 at Birmingham’s National Exhibition Centre, The exhibition showcases every area of logistics, intralogistics and storage – forklift trucks, warehouse trucks, dock shelters, cranes, lifting gear, packaging, conveyors, automated handling, IT, RFID and health & safety.

Visiting the show over the period of the conference, our three panelists report back on the latest trends and products being exhibited and which products and trends have made the most impact on them.

*Panelists: Archie Vermeulen, Executive Head of Logistics, Vodacom; Martin Bailey, Managing Director, Industrial Logistics Systems & Clayton Thomas, Director, Industrial Logistics Systems*

### **Getting the most out of your WMS**

Implementing a new warehouse management system or even upgrading an old one is a substantial investment for any company, yet one that can have a considerable impact on warehouse efficiency and productivity. Drawing from her years of experience implementing warehouse management systems in high volume environments, the speaker will discuss:

- Selecting the right WMS for your operation
- Preparing your DC for change
- Implementation best practices

*Speaker: Irene Brodie, Retalix South Africa*

### **Case Study and Virtual Site Visit: The Foschini Group (Gold Award Winner at the 2010 Logistics Achiever Awards)**

The Foschini Group’s 14 brands and six trading divisions were operating in silos,

complicating the ability to be agile and affect change quickly. Foschini Group Logistics (FGL) played a central role to drive the consolidation of processes internally with stakeholders. Numerous cross-company projects were put in place including: the implementation of a WMS, an in-house logistics employee empowerment programme and a lead-time project was implemented.

A measurement/reward system was put in place with merchants and suppliers to change processes upstream to reduce lead times downstream and a supplier scorecard was developed. As a result, a 29-day reduction in logistics lead times (includes a 71% improvement from 17 days to 4,9 days in the DCs); DC stockholding reduced by 64%; overall delivery conformance improved by 11,5%; DC pick accuracy consistently at 99,9% and the Manhattan WMS was successfully implemented in Markham and Exact with minimal downtime. FGL produced a year-on-year reduction of cost as percentage of turnover by 10,1%. Delegates will be taken on a guided video tour of The Foschini Group's homeware and footwear DC. The presenters will then discuss the supply chain challenges faced as well as the path taken to achieving logistics excellence in a changing supply chain landscape.

*Speakers: Jan Tukker, Group Logistics Director, The Foschini Group & Michael Rhategan, Senior DC Manager, The Foschini Group*

## **Motivating Expenditure for Capital Projects**

In the current economic environment, motivating funding for any IT or capital project – big or small, will rely heavily on the potential return on investment (ROI) of each project as well as the potential value that each project can bring to the company. Other factors must also be considered such as long term supply chain strategy and corporate goals; customer requirements; demand and supply fluctuations etc. This session will provide some perspectives on ROI based approaches to submit successful applications for project funding.

*Speaker: Max Smeiman, CEO, MS & Assoc*

## **Virtual Site Visit – Dawn Ltd, Germiston Distribution Centre**

Distribution and Warehousing Network Ltd (Dawn) operates in the market segments of building and infrastructural development. It manufactures and distributes products for brands such as Saffer Bathroom and Plumbing, Cobra, Lasher Tools, Inclendon, DPI Plastics and Vaal Sanitaryware.

Its new Germiston Distribution Centre is situated on 14 500 hectares. The warehousing facility offers approximately 28 000 m<sup>2</sup> floor space and a column height of 12m. Distribution bays service over 50 different routes and there is receiving space for 14 delivery vehicles at any point in time.

Dawn is the most cost-effective, consistent and extensive distribution network in its industry in Southern Africa, with more than 200 vehicles. A technology-driven bar-coding project has been rolled out to improve efficiencies and enhance customer service, as part of the IT strategy. The break-bulk approach is proving highly successful, with customers placing greater numbers of smaller orders more frequently.

After a presentation on operations and distribution, delegates will be taken on a virtual video tour of the distribution centre by the presenter.

*Speaker: Darryl Askew, Director Logistics, Distribution and Warehousing Network Ltd*

## **Developing a DC Network Strategy**

The session is aimed at sharing network modelling principals illustrating supply chain network dynamics and inter-relationship dependencies.

During this session we will illustrate how alternative warehousing and inventory strategies influence the supply chain and in specific network configuration, discussing the difference between Centralised and De-centralised warehousing strategies in a practical way including some case study examples.

*Speaker: Anneri Robinson, Senior Supply Chain Analyst, Volition Consulting*

## **Reverse Logistics in Action**

This session is a case study of a local retail group that implemented a reverse logistics model in their supply chain. The speaker will discuss the implementation encompassing the following:

- Entry barriers
- Pain points and challenges
- Implementation process
- Management of the process
- Benefits received from the implementation

- Future challenges.

*Speaker: Craig Plowden, Managing Director, Reverse Logistics South Africa*

## Optimising Labour Resources in the DC

Pressure to reduce logistics costs has increased considerably in the current economic environment. Labour management through the adoption of a labor management system (LMS), can deliver cost savings quickly and sometimes as much as 30% improvement although more commonly in the 10% - 20% range. Certainly something to consider as labour becomes an increasingly expensive commodity.

However, technology alone is not the solution as maximum benefit can only be achieved in conjunction with a strong focus on processes and of course, people. The speaker will discuss considerations prior to an LMS, the suitable environments to generate an ROI from this type of initiative as well as the potential pitfalls and benefits.

*Speaker: Daan Steyn, Executive, Red Prairie*

### 4<sup>th</sup> Annual Best Practices for Modern Distribution Centres

- Designing for Storage – the Approach to Adopt and the Choices of System and Equipment Available
- Back to Basics: A Guide to Inventory Accuracy in the Warehouse
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- Case Study: Voice-Picking at Spar
- Understanding the Economics of Warehousing – Making Every Cent Count
- Virtual Site Visit & Case Study: Super Group's Super Park
- Distribution Centre Design – Thinking and Planning "Outside The Box"
- Panel Report-back from the International Materials Handling Exhibition in Birmingham
- Getting the most out of your WMS
- Case Study and Virtual Site Visit: The Foschini Group (Gold Award Winner at the 2010 Logistics Achiever Awards)
- Motivating Expenditure for Capital Projects
- Virtual Site Visit – Dawn Ltd, Germiston Distribution Centre
- Developing a DC Network Strategy
- Reverse Logistics in Action

## WORKSHOP IN-A-BOX

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## SCREENSHOT OF MAIN MENU


## Multimedia Format

Our **WORKSHOP-IN-A-BOX** multimedia format is an innovation in training and content delivery. It offers a cost effective and time efficient way to train your staff.


**HOW DOES IT WORK?** Simply insert the conference DVD Rom into your computer / laptop (no additional software is needed). All sessions are loaded on the DVD Rom and can be accessed from the main menu. Each session combines video of the presenter together with the Power Point slides delivered clearly and timeously. This format is not only cost effective & time efficient but also allows you to train unlimited numbers of staff at a fraction of the cost of a traditional conference or workshop.

It's easy to navigate between sessions and you can pause, forward and rewind any presentation. Each presenter's Power Point slides can also be printed if you wish to make your own notes while going through each presentation.

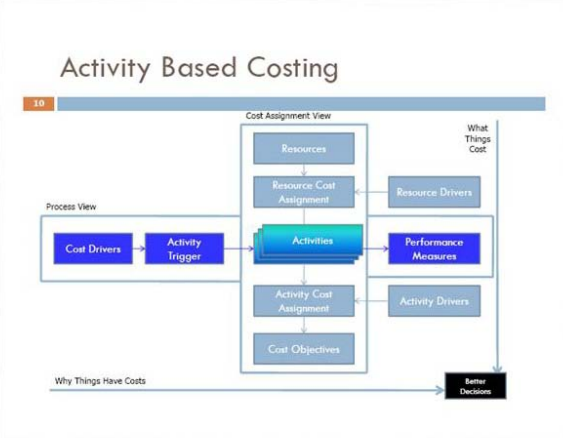
The DVD Rom requires no additional software to run. Screen size and resolution has been optimised for 1024 X 768. This is a common screen size for laptops and desktop screens and also the most common resolution for data projectors.



- PRINT THIS SESSION
- NEXT SESSION
- SPEAKER BIO
- SUBMIT FEEDBACK
- RETURN TO MENU



### Activity Based Costing



## SCREENSHOT OF SESSION FRONTEND